Stress Management and Office Managers' Productivity in Selected Organizations in Yenagoa Metropolis, Bayelsa State

Anele Clement A. Ph.D.
Faculty Of Management Sciences,
Niger Delta University,
Bayelsa State
Email: anele.Clementanub@Gmail.Com

Ebi Morgan Ineye Nathan B.SC.
Faculty Of Management Sciences,
Niger Delta University,
Bayelsa State
Email: ebimog@gmail.com

Abstract
The present investigation examined the achievements of stress management and office Managers performance in a sample of chosen fuel stations in the Yenagoa Metropolis, Bayelsa State. To achieve this broad objective, the study, specifically set out three objectives and formulated three hypothesis in line with the objectives. A population of seventy employees from popular petroleum product outlets were included in the study out of which 59 participants were chosen and used as sample size. The study used both primary and secondary sources of data. Three variables performance outcome, Job effectiveness and efficiency were used to proxy the dependent variables (office managers' performance), while stress management served as independent variable. Information obtained from the questionnaire were subjected to descriptive analysis, using the simple percentage and correlation analysis. From the analysis, stress management techniques were found to positively correlate with office manager's performance in the studied organisations. Furthermore, the relationship was found to be significant. Among other things, the report suggests job role particularization, which would promote a stronger emphasis on specialised duties compared to forcing workers to perform multiple tasks simultaneously, which will make work tedious and unfulfilling.

Keywords: Stress; Management; Office; Managers; Productivity

INTRODUCTION
Stress has been defined by Badar, Kashif (2011) as a feeling of tension experienced by those who are subjected to extreme pressures, restrictions, or opportunities in their lives. The strain or tension people experiences workplace stress. It is regarded as a significant fact that affects the wellbeing of a company's personnel. Different degrees of stress and motivation have an impact on the productivity of office managers (secretaries), and the company as a whole.

Stress at work can cause a range of disorders of the mind, such as anger, anxiety, mood swings, and restlessness.

Office managers' performance and dedication, are both affected by stress (Wahab, 2010, Pflanz, Ogele, 2006). An individual's efficiency, personal health, and job quality are all influenced by this condition (Omitara, 2008). Stress at work alters the balance between external expectations and a person's skills (Oyewobi, Adamu, Ganiyu, and Obelade 2011). According to Pflanz and Ogele (2006), as stress-related difficulties in the workplace have increased, people have become less interested in their employment, less committed and more impatient with their bosses.

Stress has a psychological, emotional, and behavioural impact on people, and it is connected to a slew of health issues, including coronary disease in particular.

An office manager is tasked with keeping track of all administrative tasks that go into keeping a business running smoothly. They should be able to manage other employees and consistently. The tasks of any manager include recruiting and terminating personnel, mediating disagreements, and dealing with other difficulties that may arise among the staff. A firm, or organisation's tasks are the responsibility of the office manager. The individual is sometimes referred to as manager of the business office. Simply put, this individual is in charge of overseeing the daily operations of a workplace.

Managing an office requires distributing physical resources such as office supplies and space, as well as planning internal activities. Administration workers such as secretaries, technologists-, and accountants are also under the supervision of office managers.

To be effective, an office manager must be able to manage others in a fair and consistent manner. He could also be responsible for hiring and firing of staff, managing disagreements among colleagues, or any other difficulties that may come up throughout the course of his or her workday. It might involve manning a big staff Administrative Assistants, or working in a smaller office, depending on the organization's size.

To be successful as an office manager, one must be able to inspire and motivate the staff, so that they are more productive, as well as ensuring higher quality workers. To name a few, office managers are responsible for things such as Scheduling, organizing meetings, ensuring that people show up for meetings on time, ensuring that everyone has access to the necessary materials and responding to customer complaints. They also book travel and accommodation, order stationary and furniture, write letters and reports, supervise and monitor the work of secretarial, clerical and administrative staff.

The problem

The end outcome of most firms' attempts to boost performance is to give their employees too much work, which can have detrimental effects on their mental and physical well-being. Even while companies are becoming more aware of the stress that their employees face when they receive unfair requests, there is always space for development. For a second attempt, efficient service delivery, suitable employment, and installation are necessary to be self-sufficient and to be able to afford the acquisition of new equipment. Workplace stress has long term effects on the health, wellbeing and productivity of individuals, as well as the business as a whole.

Two gaps in the existing literature prompted this investigation. The first is related to a disparity in the substance of the two documents. Numerous studies have been conducted on stress management (Jalagat, 2017, Hassan & Sozid, 2019). Most of these studies have focused on linking stress management to overall organizational performance (holistic view), paying little attention to how stress affects individual employees (Individualistic view). Second, these were

discovered to be chosen in the geographical limit. It was also found that the vast majority of these researches were conducted by writers. Since there are gaps in the current literatures, we felt it was necessary to address them by carrying out this research on "stress management and office managers' productivity in choosing Business Organizations in Yenagoa Metropolitan, Bayelsa State.

Objectives of the study
The general objective of this study was to examine the relationship between stress management and office managers' productivity. The specific objectives are:
1. To examine the link between stress management and office managers' job productivity.
2. To examine the interrelation of stress management and office managers' job efficiency.
3. To find out the correlations between stress management and office managers' job effectiveness.

Null Hypothesis
The study was predicted on the following hypothesis:
❖ Office managers' work productivity and stress management do not significantly correlate.
   Office managers' job efficiency and stress management do not significantly correlate.
   The efficiency of office managers and stress management do not significantly correlate.

Significance of the study
Researchers anticipated that this study which looked at the link between stress management and office managers' productivity, will have a major impact on existing literature, and serve as a variable source for further study. These findings will expose people's yes to many hypes of stress, associated with an office managers' job description, and how they influence an organization's ideal production.
Furthermore, the study's recommendations will be beneficial in managing cubing, and addressing workplace stress concerns.

2. CONCEPTUAL REVIEW
2.1 Stress: A person's adaptive interactions strained, or extended when interactions between them and their environment are seen as taxing, or surpassing their capabilities to cope with stress (Brynien, 2006). As per the Merriam-online Webster dictionary (2009), stress can be defined as a chemical, physical, or emotional factor that results in either psychological or physical pressure. It can also lead to sickness and is also a condition where physical or mental tension arises due to factors that upset the natural equilibrium.
However, stress is defined as "Strain'' in Encarta Wold, English Dictionary North American Edition (2009). High blood pressure, or depression can be caused by stress on the mind, body, or spirit. According to Justina and Justina (2012), stress is mostly an internal mental pressure with the use of external stimuli. It is possible to reset an individual's response pattern to their surroundings.
Africa, Lalu, and Mukmin (2019) define stress as an organism's whole response to outside stresses. When stress was initially researched in the 1950s, the word was used to describe both the underlying causes of the stress, and the symptoms that resulted as a result of being exposed to them. Stressor, on the other hand, is term that has come into common usage more recently to describe the stimulus that causes a stress reaction. The English Dictionary defines stress as a state characterised by psychological or physical strain or challenging conditions. Increased

stress has a detrimental effect on profitability, absenteeism, productivity, and efficiency at work, claim Halkes and Bousinakis (2010).

Instead of avoiding stress people should actively seek it out.

Malta (2014), believes that numerous variables, both internal and external Nigerian firms with the organization's ability to deal with stress.

Stress that originates from inside influences how well our body responds to and deal with external stress. For example, nutritional status, thoughts, anger, attitudes, anxiety, anticipation, imagination, and memory, are all examples of stressors that are induced by the internal stress. Experiencing stress from sources outside than within the business, such as our physical surroundings, our work, our relationships with others, pollution, trauma, injury, bad working conditions, relationships with people and residences, are all caused by noise (both loud, and persistent low-level noise.

This means that stress can lead to poor judgments in a variety of areas of one's life. Novelty, unpredictability, ego danger, a sense of control are all ingredients in the stress formula.

2.1.2 Stress mechanism

Arnold, Robertson, and Cooper (1993) identified three phases in the stress response: EXHAUSTION RESISTANCE OF ALARM

The first step will be sounding of alarm. A state of alertness is the body's stress reaction when a threat, or stressor is recognised or realized. The "flight-or fight reaction'' kick in, resulting in the release of adrenaline, The HPA axis is also activated, resulting in the release of cortisol. At this point, the body must determine whether to "fight or flight''. The body will try to add resources to help it survive through maximum adaptation, and ultimately return to equilibrium for the individual. When the body's defence system malfunctions or becomes overburdened, exhaustion sets in. The third and last stage is exhaustion. With no more resources to draw upon, the body is renewed incapable of performing its regular function. A person's original symptoms of a malfunctioning automatic nerve system may come back (sweating, raised heart rate, etc.). Decomposition can happen from stage three if is left untreated for a lengthy period of time. This can cause long-term harm to the body, immune system, and other organs. Ulcers, depression, diabetes, and cardiovascular, depression, as well as other mental diseases, can be outcome of this process.

2.1.3 Stress Types

For the purpose of this investigation, four types of stress were identified:
- ❖ Acute Stress
- ❖ Chronic Stress
- ❖ Traumatic Stress
- ❖ Episodic Acute Stress

Acute Stress: The body's fight-or-flight reaction to a novel threat, circumstance, or demand is known as acute stress. When you are under stress, whether it be from a close call with a family member, a costly mistake at work, or anything else, your body triggers this hormonal response. Acute stress situations include being on a roller coaster or having someone suddenly jump out at you in a crowded house.

The consequences of a single bout of acute stress should be short-lived. In fact, these stressful circumstances may actually be beneficial to your health, since they train your body and brain to respond optimally in future stressful situations.

Chronic Stress: Chronic stress develops when acute stress does not dissolve or persists for an extended length of time. Given its correlation with several serious illnesses and health issues, such as cardiovascular disease, cancer, asthma, lung accidents, cirrhosis of the liver, and in rare instances, self-harm, chronic stress may be detrimental to our overall wellness.

Traumatic Stress: The result is an incredibly difficult event. Other high-stress situations include being involved in combat, intimate partner violence, catastrophes, and hazardous accidents. A large number of trauma sufferers begin to heal here, once the initial shock and mental turmoil has subsided a bit. Trauma can leave some individuals with long lasting psychological and physical problems. Their lives do not return back to normal, and their bodies never entirely heal. The ailment known medically as post-traumatic stress disorder (PTSD) is this one. The symptoms of traumatised stress include tension, hypervigilance for warning signs of danger, rejection of locations and items associated of the trauma, and recurring nightmares or flashbacks about the event. These indications and symptoms are typical.

Episodic Acute Stress: According to Mark (2012), episodic acute stress occurs when a person's life is out of control and chaotic, and they are constantly confronted with various stressful situations. They appear to be engaging on far too many jobs and juggling far too many commitments, all while hurrying and running behind time. This type of stress is more common among "Types A" personalities. Individuals who are prone to cyclical extreme stress may be unable to acknowledge it to either them or recognise their tendency. He or she may have a strong commitment to a stressful style of living. People who suffer from episodic acute stress may find it difficult to change their ways of living until they begin to face serious bodily side effects.

2.1.3 Causes of stress: According to Omolara (2008), the following factors contribute to workplace stress:

- Advancement in Information and Communication Technology (ICT). As a result, people may feel more under stress. Inability of unplug and a muddled line between work and personal life

- Changes in the organisation, such as layoffs, and the departure of important employees, put more pressure on managers.

- Relationships between co-workers and co-workers and direct superiors, as well as peers, subordinates, and customers.

- Uncertainty regarding anticipated patterns of conduct, or role conflicts, are all sources of stress in an organization. According to his theory, if the needs of a client, and the needs of the company are odds, stress will lead to un helping conduct on behalf of the employees.

- Inability to delegate and be autonomous in one's work: According to his findings, delegating responsibility to inactive managers require a high level of competence, which he said was all too seldomly found among Australia's managers of all sorts of organizations.

  According to his results, stress at work is directly related to a lack of autonomy, as evidenced by responses from 532 managers in 36 businesses. The hierarchical structure of the company, which frequently causes delays in projects and undermines managers' source of stress.

- Excessive rules and regulations, as well as increased bureaucracy, particularly for professional organizations
- Related employee levels and organizational restructuring clue to increased company competiveness and decreased operational expenses. As a result, the remaining employees are under more stress, which has led to high work-related health problems, stress, and reduction towards productivity.
- Where there is a culture of working long house, with increasing effort and intensity, as well as the imposition of arbitrary deadlines.

2.1.4: Consequences of Stress

stress is associated with a variety of potentially negative effects. These effects according to Abba, Ana 2000, and Okoye (2004), fall into one or more of the following categories

- **Psychological consequences:** According to Benschop, et.al. (1998) cited in Aba et al. (2004), the effects of stress on the body are cumulative. As instance, evidence indicates that medical students who experience test anxiety are more prone to colds and other infections. Stress causes pressure and migraines in people. Others have back issues and muscular discomfort. Excessive stress causes people to clench their muscles, which is the cause of both psychiatric disorders. Heart problems are among the unsettling consequences of strain on our culture. A century ago, chronic cardiovascular illness was hardly unknown. Today, it is the leading cause of mortality for adults. This includes strokes and coronary artery bypass surgery. According to medical specialists, stress has a similar permanent impact on coronary artery disease. Human heart rate rises and falls everytime they are under stress. Regular pressure damages artery ceilings, causing them to ultimately tighten and behave erratically. This eventually results in cardiac disorders. Sadly, we often fail to notice that persons who are sweating profusely and have elevated cholesterol levels do not believe that this is healthy.

  • Psychological effects: One of the greatest prevalent mental symptoms of work-related stress is a decrease in job satisfaction, which is a measure of an individual's assessment of their position and workplace environment. A high degree of stress at work can also lead to moodiness and other psychological outcomes, including job burnout. Severe and ongoing stress can lead to the undesirable emotional state known as work-related burnout. It is a complex process that includes the dynamics of stress, coping strategies, and stress consequences. Burnout is caused by excessive demands made on people who serve or frequently interact with others. Burnout is mainly due to interpersonal and role-related stressors. Job burnout generates the following effects:
  Process: Emotional exhausting depersonalization and reduced personal accomplishment.

- **Emotional Exhaustion**: This constitutes the initial phase and is essential to the breakdown experience. This is marked by a sense of emotional exhaustion and a loss of vitality, according to Lee and Asforth (1993), referenced in Abba (2004). Empathy may also refer to mental capacities.

- Depersonalisation: Depersonalisation is the handling of other issues instead of persons, and it is a sign of feelings of weariness. When staff members burn out, they turn jaded about the company and mentally distant from their customers. This detachment goes much beyond the degree of cruelty often associated with helping professions. Another sign of depersonalisation occurs whenever staff members blindly adhere to policies and

procedures rather than making an effort to comprehend the demands of the customer and find a workable solution.

• Decreased Personal Accomplishment: Feelings of lowered ability are indicative of the last aspect of job exhaustion, which is a drop in one's sense of achievement and competence. That is, the individual becomes less confident in themselves. When this happens, workers have a sense of innate powerlessness because they no more think their efforts matter.

• Behavioural repercussions: productivity suffers and mistakes at work occur more frequently when anxiety turns into anguish. Excessive amounts of stress hinder our memory, decision-making skills, and capacity to respond appropriately. Staff absence becomes more common among stressed-out workers. People get sick from stress, for one thing. Another explanation is that missing work might be a way of dealing with stress. Fundamentally, our response to stress is either fight or flight. Absenteeism is a type of flight, when we leave a difficult environment for a short while in order to recover our energy.

• Workplace violence: According to Abba et al., workplace violence extends beyond significant relational stress. It is also a worrying side effect of stress that is getting worse. When under stress, aggression is the body's "flight" response, not the "flight" response. When it comes to verbal disagreement, staff members are somewhat involved. With colleagues, they are less inclined to emphasise. Conflicts can occasionally reach dangerously high levels of professional animosity when a person's background and job circumstances combine. While some people are more prone to be hostile and irascible than others, coworkers' aggressiveness is a result of both their personalities and the circumstance. It's important to keep in mind that a lot of these kinds of violent offenses are brought on by stress at work. Furthermore, professionals who have never had behavioral issues in the past may become aggressive due to stress. Put another way, severe stress rather than an individual's character is the cause of employee rage. Specifically, employees are far more inclined to act aggressively if they feel mistreated, feel other types of discontent outside the employee's control, or work in physically demanding situations (such as those that tend to be hot or distracting).

2.1.5 Managing stress at work: Stress management is necessary for everyone. Regretfully, a lot of us ignore the tension until it becomes too much (Abba, et al.). Because the inability to handle stress leads to further stress on top of the first stressor, the avoidance approach perpetuates a vicious cycle. Here are some descriptions of several stress-reduction techniques: They are all corporate initiatives, of course, but they also serve as examples of how each of us can personally learn to manage stress at work. Using the following tactics, according to Abba (2004):

• Removing the stressor: there are several ways to remove stressors in the workplace.

Giving workers greater influence and over their workplace by giving them more authority is one of the finest alternatives. Effective staff assignment and recruitment can reduce task-related stress by ensuring that capabilities align with job needs. Enhancing these convictions could additionally go a long way to minimize workplace anxiety because pollution and security hazards are distressing. By implementing policies that minimize unhealthy disputes and guarantee that decisions made at work are viewed as adequate, corporations can lessen hostility. Part in relieving stress. As an illustration, we could ask for more details from others to make clear role expectations if we are under stress because of unclear expectations. To make the job as a whole seem

less intimidating, we may divide a particularly difficult task into a greater number of tasks. Identifying early warning indicators of hostility in coworkers and customers as well as cultivating interactions that diffuse antagonism can also help reduce aggression at work.

• Releasing yourself from the pressure: Although it's not always possible, removing the source of stress could be the best course of action. Removing a stressful situation from staff, either for a short or long period, is a feasible approach. Changing staff members to more suitable positions might provide a long-term solution. If a suitable role is not available, a more harsh course of action would be to have the person quit the organisation.

• Modifying attitudes towards stress: Although they have differing perspectives, people in organisations frequently experience varying degrees of stress under the same circumstances. Consequently, altering one's perspective on the circumstance might help to lessen stress. However, this does not imply that we should downplay dangers or the pressures they pose. Instead, we boost our confidence and self-worth so that occupations are no longer seen as dangerous. Positive self-talk could potentially change how we feel about anxiety by boosting our sense of self-efficacy and cultivating a more upbeat perspective in that particular circumstance. Changing staff members to more suitable positions might provide an ongoing fix. If a suitable role does not exist, a more harsh course for proceeding would be to have the person quit the organisation.
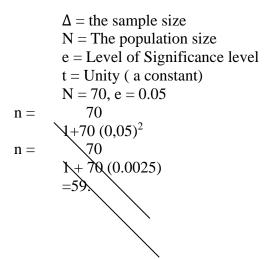
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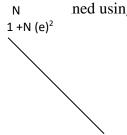
3. MATERIALS AND METHOD

The study employed the descriptive research design to determine the interrelationship that exists between stress management and office Managers productivity in Yenagoa city Bayelsa State.

The study's target audience target demographic comprises workers working at two selected petroleum product outlets (NNPC and TOTAL). A sample size of seventy (70%) employees was used in the investigation. A study used 59 respondents as the sample size which was selected from the entire study population of 70%. The sampling techniques used in this study were convenience sampling. The sample ned using the Taro Yaman Formula $\Delta = \dfrac{N}{1 + N(e)^2}$

where;

Δ = the sample size
N = The population size
e = Level of Significance level
t = Unity (a constant)
N = 70, e = 0.05

$n = \dfrac{70}{1 + 70(0,05)^2}$

$n = \dfrac{70}{1 + 70(0.0025)}$

$= 59.$

The study sample is 59 participants.

Data for this study were collected from Primary and Secondary sources using questionnaire as a source of Primary data. However, the data generated through the questionnaire was analyzed using simple percentage tables. In terms of testing the hypotheses, and determining the relationship between the identified independent and dependent variables, the study used Spearman Rank Correlation Coefficient

ANALYSIS/DISCUSSION OF FINDNGS

3.1   Research Question: What is the relationship between stress management and office Managers' performance outcome?

Table 1 Relationship between stress management office managers' performance outcome

S/N	Questionnaire	SA	A	MA	D	SD	TOTAL
1	Relaxation reduces stress and improves employee performance	31 (57.4%)	24 (44.4%)	2 (3.7%)	5 (9.3%)	2 (3.7%)	(100%)
2	Promoting leaves can result to better performance outcome	30 (55.6%)	20 (37%)	0 (0%)	2 (3.7%)	0 (0%)	(100%)
3	Having social interactions in workplace can reduce stress	24 (44.4%)	13 (24.1%)	8 (14.8%)	5 (9.3%)	4 (7.4%)	(100%)
4	Setting realist deadlines is a technique for reducing workplace stress	27 (50%)	20 (37%)	2 (3.7%)	3 (5.6%)	2 (3.7%)	(100%)

5	Job role clarification is a stress management technique that can boost employee performance	26 (48.1%)	18 (33.3%)	7 (13%)	2 (3.7%)	1 (1.9%)	(100%)

Source: Researcher's Desk, 2022.

- i. Table 4.1 Shows the analysis as follows: 148 (54.8%) strongly agreed, 95 (35,2%) agreed, 19 (7%) moderated agreed, 17 (6.3%), disagreed, while 9 (3.3%)
- ii. Research question 2: What is the interrelationship that exists between stress management and office manager's job efficiency?

Table 4.2: Relationship between stress maintenance and office manager's Job efficacy

S/N	Questionnaire	SA	A	MA	D	SD	TOTAL
6	Consciously taking inventory of all relevant changes and events enhance efficiency	15 (27.8%)	17 (31.5%)	4 (7.4%)	10 (18.5%)	8 (14.8%)	(100%)
7	Being organized with time at workplace enable employees achieve targets	24 (44.4%)	20 (37%)	3 (5.6%)	5 (9.3%)	1 (1.9%)	(100%)
8	Planning ahead can greatly reduce stress targets	22 (40.7%)	18 (33.3%)	7 (12%)	3 (5.6%)	4 (7.4%)	(100%)
9	Prioritizing gives clarity to task performance	34 (63%)	24 (44.4%)	0 (0%)	4 (7.4%)	2 (3.7%)	(100%)
10	Taking a break at work reduces stressful moments	31 (57%)	20 (37%)	0 (0%)	3 (3.7%)	1 (1.9%)	(100%)

Source: Researcher's Desk, 2022.

Table 4.2 shows that 126 (46.7%) strongly agreed, 99(36.7%) agreed, 14(5.2%) moderately agreed, 25 (9.3%) disagreed, while 16(5.9%), strongly disagreed.

3.2 Research question 3: What is the relationship between stress management and office managers Job effectiveness

Table 4.3 stress management and office managers' job effectiveness

S/N	Questionnaire	SA	A	MA	D	SD	TOTAL
11	Procrastination brings stress at the workplace and reduces efficiency	15	14	4	10	6	(100%)
12	Stress management reduces employee absenteeism	14	10	7	12	11	(100%)
13	Excessive workload can reduce managers' job effectiveness	25	13	5	4	7	(100%)
14	Work shift can also be used to manage stress						

15	Stress management increases productivity						

Source: Researcher's Desk, 2022.

Table 4.3 shows that analysis that 107 (39.6%) strongly agreed, 74 (27.4%) agreed, 23(8.5%) moderately agreed, 34 (12.6%) disagreed, while 33(12.2%) strongly disagreed

Test of hypothesis

Hypothesis 1: there is no significant relationship between stress management and office managers' performance outcome

Table 4.4

Item	Data 1	Data 2	Rank 1	Rank 2	D	D^2
A	148	123	5	5	0	0
B	95	103	4	4	0	0
C	19	15	3	3	1	1
D	17	18	2	2	-1	1
E	9	11	1	1	0	0
						$\Sigma d^2 = 2$

Real = 0.9

Calculating the spearman Rank correlation coefficient of the Ranks

$$r = 1 - \frac{6 \Sigma d^2}{n(n^2 - 1)}$$

$$r = 1 - \frac{6(2)}{5(5^2 - 1)}$$

r = 0.9

Therefore real = 0.9

Analysis of the Result

Spearman Rank correction calculation 0.9

Spearman Rank (Table) P= 0.05 = 0.009.

From the real, the study outcome shows that a positive outcome between stress Management and office Managers' performance outcome. Further, the relation shows significance at P = 0.009<0.9 ces shown. This simply means the null hypothesis stated is rejected which means a significance relationship exists between stress managements and office managers' performance outcome.

4.5

HYPOTHESIS 2: there is no significant relationship between stress management and office managers' Job efficiency

Table 4:

Item	Data 1	Data 2	Rank 1	Rank 2	D	D^2
A	126	132	5	5	0	0
B	99	48	4	4	0	0
C	14	30	1	1	0	1
D	25	22	3	2	1	4
E	16	38	2	3	-1	1
						$\Sigma d^2 = 6$
						Real = 0.7

Calculating the correlation coefficients between the ranks and the spearman rank

$r = 1 - \dfrac{6 \Sigma d^2}{n(n^2 - 1)}$

$r = 1 = \dfrac{6(6)}{5(5^2 - 1)}$

$r = 0.7$

Therefore, real = 0.7

Examination of the outcome:

The computed Spearman rank correlation is 0.7.
$P = 0.009$ for Spearman rank (table).
Based on empirical evidence, the investigation demonstrates a favourable correlation between office managers' job efficiency and their ability to handle stress. Additionally, as indicated, the connection demonstrates significance at $p = 0.009 < 0.7$. This only indicates that the null hypothesis is not true, indicating a substantial correlation involving stress reduction and office administrators' productivity.

Table 4.6

Hypothesis 3: There is no significant relationship between stress management and office managers' job effectiveness

Item	Data 1	Data 2	Rank 1	Rank 2	D	D^2
A	107	114	5	5	0	0
B	74	68	4	4	0	0
C	23	18	1	3	-2	4
D	34	39	3	1	2	4
E	33	31	2	2	0	0

Σd^2 =8

Real = 0.6

Finding the connection coefficients between the ranks and the spearman rank

$r = 1 - \dfrac{6 \Sigma d^2}{n(n^2 - 1)}$

$r = 1 = \dfrac{6(8)}{5(5^2 - 1)}$

$r = 0.6$

Evaluation of the Rank:

The computed Spearman Rank correlation is 0.6.
Table of Spearman's Rank, $p = 0.05 = 0.009$
The real-life research results indicate a favourable correlation between office managers' work effectiveness and their ability to handle stress. Additionally, as indicated, the connection demonstrates strength at $p=0.009<0.6$. This only indicates that the null prediction is not true, indicating that stress control and office managers' professional backgrounds are significantly correlated.

Discussion of the findings

The study's first hypothesis found a link between stress management and office managers' performance outcomes to be substantial unmanaged stress, on the other hand, may have the

opposite effect. These findings are in line with those from Justina, and Justina, 2017, amongst others. The office manager, who is in charge of managing all of the administrative operations that help an office and office function smoothly, has a key role, therefore, it is critical that the workplace climate be positive. All businesses are concerned about the productivity of their staff. According to the findings of the research, setting priorities aid employees in making a schedule for their work day. Prioritization strategies, according to Abba et al. (2014), allow employees to know what they will do now versus what they will do later versus when it is too late to be done first, second, and so on. A further method to define establishing priorities is to place everything towards the highest level of an order of priority. Leading companies are distinguished by their continuously high standards of work performance. Poor rules at the managerial level can lead to stressful conditions that detract from employee productivity and hinder their ability to reach their full potential in many businesses.

To test this theory, the research looked at the link between stress management and the productivity of office managers. This necessitates organizations putting in the resources necessary to come up with stress-reduce techniques and solutions. If this accomplishes, the positivity's for enhanced staff productivity and long-tem organizational sustainability are virtually limitless. One of the reasons why people miss work is because of stress (Halkos and Bousinakis) in event that employees are disinterested in their employment, or dissatisfied with their work environment, they will take an additional work to keep themselves from being exhausted, which leads to increased levels of workplace stress and productivity.

The third theory, in conclusion, contends that office manager's capacity to perform their duties effectively is positively impacted by stress management. Most firms strive for more efficiency, but in an attempt to accomplish time constraints, they overwork their personnel, often negatively affects their mental and physical wellness and produces unintended outcomes.

4. CONCLUSION

Finding out if stress management has an impact on office managers' productivity is the aim of this study. There was a link between office managers' productivity at particular petroleum produce outlets in Bayelsa State, Nigeria, and stress management approaches. This shows that stress management measures improved work completion and service delivery for enterprises in the area. As a result, we came to the conclusion that stress management techniques can only improve worker satisfaction and task completion.

RECOMMENDATIONS

Following are the recommendations put out in light of the study's findings:
1. Given that there is a strong correlation between office managerial profitability and stress management techniques, administrators of companies should support role specialisation in the workplace. This will allow employees to concentrate more on specialised activities rather than completing every task, which can be tedious and unfulfilling.
2. Prioritising the allocated time for work and clearly defining each job responsibility are the responsibilities of management. Setting priorities makes it possible to do time-sensitive jobs on schedule and increases efficiency. As a result, this improves greater concentrate on important aspects of the work. It is anticipated that these suggestions, together with others that may not be included but are pertinent to the research, would raise output to what was intended.

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