

Multi-criteria decision analysis of occupational stress among healthcare professionals in Nigeria

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ABSTRACT

Introduction: Stress among healthcare professionals has become a major issue in healthcare organizations operating at the domestic, international and global fronts. This profession however, requires people to be physically, emotionally and mentally alert, in order to care for other people.

Purpose: To ascertain stress factors among healthcare professional in Nigeria. In order to rank and establish causal relationships among the various stress factors using the Multi-Criteria Decision Making methods (MCDM).

Materials and methods: A validated AHP-based questionnaires was used to conduct a survey of 386 healthcare professionals from two tertiary teaching hospitals in South-west, Nigeria, using proportional quota sampling procedure.

Results: The results reveal that relationship factor has the most significant impact on the stress of healthcare professionals with an Eigen vector of 0.3531. It finds also that the role factor has the least significant criterion, having an Eigen vector of 0.0778. At the global level of ranking the alternative decision occupational stress factor, speed of change has the highest priority, the least being financial problems.

Conclusions: In comparison with others, the health care profession is highly stressful, due mainly to the fact that it has a higher rate of psychological distress. Keeping this in mind, this study has examined what determines occupational stress among healthcare professionals in teaching hospitals in Nigeria.

Keywords: Occupational stress, Health care professionals, MCDA, AHP, Healthcare service delivery, Nigeria

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