ABSTRACT

An Examination of the Effects of Work-Related Stress on Employee Performance and its Impact on the Overall Departmental Productivity, Employee Performance and Patient (Customer) Satisfaction within the Medical Records Department at the Eric Williams Medical Sciences Complex, Mount Hope, Trinidad.

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This study examined the effects of work-related stress (WRS) on employee performance and its impact on overall departmental productivity and patient/customer satisfaction at the Medical Records Department (MRD) of the Eric Williams Medical Sciences Complex (EWMSC), Mount Hope, Trinidad. The study investigated the extent to which institutional stressors such as demands, control, support, roles, relationships, work-life balance, work environment and change affected employees' performance, departmental productivity and patient satisfaction at the EWMSC MRD.

The research adopted a mixed method approach, which utilizes both qualitative and quantitative data collection methods to gather relevant data and to determine the root cause of WRS in the EWMSC MRD. The impact of prolonged exposure to unsuitable working conditions and the pressures of WRS in such a situation was also analyzed to provide methods to curb WRS in EWMSC MRD.

Keywords: Employee well-being; work-related stress; employee performance; organizational productivity, Trinidad and Tobago.