

DEDICATION

I dedicate this project to God Almighty my creator, my strong pillar, my source of inspiration, wisdom, knowledge and understanding. He has been the source of my strength throughout this program and on His wings only have I soared. I also dedicate this work to my husband; Owen Arasomwan who has encouraged me all the way and whose encouragement has made sure that I give it all it takes to finish that which I have started. To my children Charis (Maama), Joel (Human Adult) and Sophia (Babe) who have been affected in every way possible by this quest. Thank you. My love for you all can never be quantified. God bless you.

CERTIFICATION

This is to certify that **ARASOMWAN, ELEOJO PATIENCE** with matriculation number **CU021010084** carried out this research work titled **Effects of Stress Management on Employees' Productivity in Nigerian Manufacturing Industry: A Study Of Unilever Nigeria Plc** under my supervision and that this research work has not been previously submitted for the award of any degree in this or any other university.

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ABSTRACT

Stress is generally defined as the body's reaction to excessive demands that are placed upon it without corresponding control over those demands while productivity is the measure of an employee's output in relation to his/her input. Stress management can be described as a bundle of efforts and activities aimed at reducing stress if it can't be eliminated.

This study looks at stress as it affects employees' well-being, employees' attitudes and behaviour and their productivity levels. It also examines stress management plays as it affects productivity of employees of the manufacturing industry using Unilever Nigeria Plc. The questionnaire used the instrument used for data collection and respondents were selected using the random sampling technique. The questionnaire was a structured questionnaire and respondents were asked to indicate on a scale anchored by (5) strongly agree, (4) agree, (3) undecided, (2) disagree and (1) strongly disagree what option best suits their response to any of the items asked. Of the 150 questionnaires distributed, 127 answered questionnaires were returned by the respondents and this is what was used for the data analysis. The data was analysed using the Pearson correlation. Decision rule for acceptance or rejection of hypothesis was to accept alternative hypothesis and reject the null hypothesis if returned p-value of correlation test (r) is <0.05 (0.05 being the level of significance) and vice versa, the returned p-value for all hypotheses tested was <0.05 so all the four alternative hypotheses tested were accepted.

Results are consistent with existing theories that show that stress negatively impacts productivity and employees attitudes and behaviour on the job. Results also showed that stress management interventions positively affect productivity and that organization's stress programs contribute to employees' well-being. The implication for managers is for them to stress levels are kept at the minimum if they can't be eliminated and stress management interventions must be such that helps employees cope with stressful situation if they want a productive workforce that display positive attitudes to work. Furthermore stress management programs should be instituted at all levels of the organisation if they are interested in the well being of their employees.

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