BACKGROUND OF THE STUDY

Work stress and job performance have been extensively studied. It is one of the most common "occupational diseases" in the 21st century, impacting people physically and mentally (Jozica & Andrej, 2017, p. 209) which puts a lot of pressure on nurses.

Healthcare nurses are stressed out, which affects their performance. However, Ricky and Fetty (2023) claim that work pressures overwhelm people with expectations they cannot meet, lowering performance (p.164).

The physical and emotional health of Malaysian nurses has been raised as a concern due to their workload & this will affect their work performance.

Nurses may be disoriented, exhausted, and unable to take breaks due to their heavy workloads and long hours. Nurses predict the rising workload to reduce professional advancement, physician-nurse collaboration, nurse attrition, and job dissatisfaction.

The available research also shows a correlation between nurses' heavy workloads and negative patient outcomes, such as patient complaints and unhappiness (Sheuan Lee et al., 2012, p.300). Due to rising workloads and patient-to-nurse ratios, nurse burnout, job turnover, and unhappiness are significant.

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