

Assessing the Emotional Fatigue and Its Impact on Nurses' Job Performance in Selected Government Hospitals in Metro Manila

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ABSTRACT

This study assessed the level of emotional fatigue and its impact on the job performance of nurses in selected government hospitals in Metro Manila. Using a quantitative descriptive-correlational design, data were collected from 100 nurses through a validated questionnaire. Findings showed that nurses experienced high emotional fatigue but maintained satisfactory job performance. A significant negative relationship was found between emotional fatigue and job performance ($r = -0.64$, $p < 0.05$), indicating that higher emotional fatigue was associated with lower job performance. The study recommends implementing employee wellness programs to reduce emotional fatigue and improve nurses' well-being and performance.

Keywords: Emotional fatigue, job performance, emergency room nurses, government hospitals, employee wellness program

INTRODUCTION

Emotional fatigue negatively affects nurses' productivity, job satisfaction, work performance, professional commitment, and the quality of patient care (Almarbooei & Rahman, 2026; Zhang et al., 2025). These challenges intensified during the COVID-19 pandemic due to increased stress and emotional demands (Kim et al., 2022; Hu et al., 2022). Studies have also linked emotional fatigue to job stress, emotional exhaustion, reduced job satisfaction, and lower work performance, yet its direct impact on nurses in government hospitals in Metro Manila remains underexplored (Shah et al., 2022; Woo et al., 2022).

This study examines the level of emotional fatigue among nurses and its effect on their work performance while considering organizational support, self-care, emotional intelligence, and healthy work environments (Cheraghi et al., 2025; Ma et al., 2023; Cubillan & Digamon, 2025). Previous studies show that burnout and occupational stress reduce healthcare workers' well-being, engagement, motivation, and effectiveness (Dumaplin-Paulin & Sirad, 2025; Flores & Dequito, 2025; Abdul Aziz & Ong, 2024; Francisco et al., 2022; de Tablan & Polinar, 2024; Jakaria et al., 2025; Suminar & Yulianti, 2023; Llanes, 2025). The findings will support the development of evidence-based wellness programs and organizational policies to improve nurse well-being and patient care (Baniola-Cubillan & Digamon, 2025).

Statement of the Problem

This study sought to assess the emotional fatigue experienced by nurses in selected government hospitals in Metro Manila and its impact on their job performance, with the ultimate goal of providing data to inform an evidence-based Employee Wellness Program. Specifically, the study aimed to answer the following questions:

1. What is the demographic profile of the nurses in terms of:
 - 1.1 Age
 - 1.2 Gender
 - 1.3 Highest educational attainment
 - 1.4 Length of service
 - 1.5 Area of assignment
 - 1.6 Trainings attended
2. What is the level of emotional fatigue experienced by nurses in terms of:
 - 2.1 Physical exhaustion
 - 2.2 Emotional exhaustion
 - 2.3 Psychological stress
3. What is the level of job performance of nurses in terms of:
 - 3.1 Work productivity
 - 3.2 Quality of patient care
 - 3.3 Interpersonal relationships with patients and co-workers
 - 3.4 Professional commitment
4. Is there a significant relationship between emotional fatigue and the job performance of nurses?
5. Based on the findings, what Employee Wellness Program can be proposed to help address emotional fatigue and enhance the job performance of nurses in the selected government hospitals?

Scope and Delimitations

This study used a structured quantitative survey to determine the relationship between emotional fatigue and the job performance of registered nurses in selected government hospitals in Metro Manila, namely Rizal Medical Center, Quirino Memorial Medical Center, and Amang Rodriguez Memorial Medical Center. It emphasizes the impact of emotional, mental, and physical fatigue on productivity, the quality of patient care, interpersonal relationships, and professional commitment, and uses the results to establish an Employee Wellness Program. The study does not include interns, student nurses, nursing aides, hospital managers, or nursing supervisors, or those who do not work in a registered hospital. It only examines selected government institutions and no other factors that affect job performance, such as salary, leadership, organizational culture, family concerns, personal health, or job satisfaction.

Review of Related Literature

Emotional fatigue and burnout negatively affect nurses' productivity, job performance, job satisfaction, professional commitment, and the quality of patient care (Almarbooei & Rahman, 2026; Zhang et al., 2025). These challenges became more evident during the COVID-19 pandemic, as nurses experienced greater stress, anxiety, and emotional burden. Studies also associate workplace stress with emotional exhaustion, lower morale, reduced performance, and higher intentions to leave the profession (Kim et al., 2022; Hu et al., 2022; Shah et al., 2022; Woo et al., 2022).

Research highlights that organizational support, emotional intelligence, self-care, and healthy work environments can reduce emotional fatigue and improve nurses' well-being and performance (Cheraghi et al., 2025; Ma et al., 2023; Cubillan & Digamon, 2025). Conversely, inadequate resources and high job demands contribute to burnout, lower engagement, and decreased retention among healthcare professionals (Dumaplin-Paulin & Sirad, 2025; Flores & Dequito, 2025; de Tablan & Polinar, 2024; Abdul Aziz & Ong, 2024; Jakaria et al., 2025; Suminar & Yulianti, 2023; Francisco et al., 2022; Llanes, 2025). These findings emphasize the need for evidence-based interventions and stronger organizational support to enhance nurses' well-being and performance (Baniola-Cubillan & Digamon, 2025).

Theoretical Framework

The study is based on Job Demands-Resources (JD-R) Theory (Demerouti & Bakker, 2024) which posits that the balance between job demands and resources has an impact on the well-being and job performance of employees. For a nurse, their job demands can cause emotional fatigue, burnout, and decreased job performance if their organization does not provide support, especially in terms of workload, hours worked, and emotionally demanding situations. On the other hand, adequate job resources, such as social support, appropriate staffing, training, and psychological support, can alleviate stress and keep people motivated and productive.

Conceptual Framework

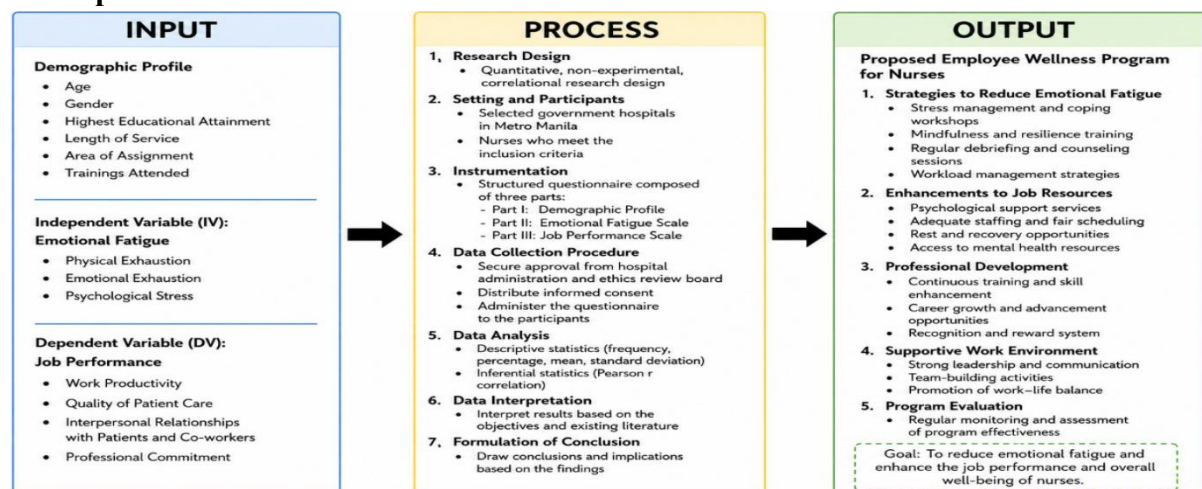


Figure 1. Conceptual Framework Showing the Relationship Between Emotional Fatigue and Job Performance of Nurses and the Development of a Proposed Employee Wellness

The study follows the Input–Process–Output (IPO) model. The input includes the nurses' demographic profile, emotional fatigue (physical exhaustion, emotional exhaustion, and psychological stress), and job performance (work productivity, quality of patient care, interpersonal relationships, and professional commitment). The process involves a quantitative correlational research design using structured questionnaires and statistical analysis to determine the relationship between emotional fatigue and job performance. The output is a proposed Employee Wellness Program designed to reduce emotional fatigue, strengthen organizational support, and improve nurses' well-being and job performance.

Methodology

This chapter presents the research methodology, including the research design, participants, research setting, data-collection instrument, data-gathering procedures, statistical treatment, and ethical considerations. These methods ensured the validity, reliability, and ethical conduct of the study in examining the relationship between nurses' emotional fatigue and job performance.

Research Design

The study used a quantitative descriptive-correlational research design to identify emotional fatigue and its influence on the job performance of the nurses in selected government hospitals in Metro Manila. The researchers opted for this research design because it allowed them to establish a relationship between emotional fatigue and job performance without confounding the factors under study.

Research Steps

The necessary approvals were obtained from selected government hospitals and from the appropriate ethics review board, and data were collected systematically and ethically. The eligible nurses volunteered to complete a pre-structured questionnaire after signing informed consent. Completed questionnaires were collected, screened for completeness, securely stored, and statistically analyzed during the study, with confidentiality, anonymity, and protection of the rights of all participants.

Data Collection and Sample Selection

Descriptive and inferential statistics were used to analyze the gathered data. The respondents' demographic profiles were summarized using frequency, percentage, weighted mean, and standard deviation, as well as the Pearson Product-Moment Correlation

Coefficient at the 0.05 level of significance was used to determine the relationship between the two variables. For participant selection, purposive sampling was used, and all statistical analyses were performed in MS Excel to ensure accuracy and reliability.

Data Analysis Methods

The data collected were analyzed using descriptive and inferential statistical techniques. The demographic profile was summarized by using frequencies, percentages, weighted means, and the standard deviation was computed to assess the level of emotional fatigue and job performance among the respondents. The Pearson Product-Moment Correlation Coefficient was used to examine the relationship between emotional fatigue and job performance at the 0.05 level of significance. In selecting the respondents, purposive sampling was employed, and all the data were tabulated using Microsoft Excel for accurate and reliable analysis.

Research Hypotheses and Validation

The research hypothesized a significant relationship between emotional fatigue and job performance among nurses in government hospitals in Metro Manila. Validation of this hypothesis was achieved through statistical analysis, which revealed a moderate-to-strong

negative correlation ($r = -0.64$, $p < 0.05$). This means that as emotional fatigue increased, nurses' job performance decreased, thereby rejecting the null hypothesis and confirming the alternative hypothesis stated in the study: emotional fatigue significantly affects nurses' productivity, quality of patient care, interpersonal relationships, and professional commitment.

Study Limitations and Ethical Considerations

The study adhered to established ethical principles by ensuring voluntary participation, informed consent, confidentiality, honesty, fairness, and compliance with the Data Privacy Act of 2012. Participants were informed of the study's purpose, procedures, benefits, and their right to withdraw at any time without penalty. The researcher safeguarded all responses, ensured that no harm was caused to participants, and used the collected data solely for academic and research purposes.

RESULTS AND DISCUSSION

The results showed that nurses in government hospitals across Metro Manila experienced high levels of physical exhaustion, emotional exhaustion, and psychological stress, confirming that emotional fatigue is a prevalent workplace issue. Despite these challenges, nurses still maintained satisfactory job performance in areas such as patient care quality, interpersonal relationships, and professional commitment, though their overall work productivity was moderately affected. Statistical analysis revealed a moderate-to-strong negative correlation ($r = -0.64$, $p < 0.05$) between emotional fatigue and job performance, meaning that as fatigue increased, performance declined.

SUMMARY

The study found that nurses in government hospitals in Metro Manila experienced high levels of emotional fatigue, including physical exhaustion, emotional exhaustion, and psychological stress. Despite these challenges, they maintained satisfactory performance in patient care, interpersonal relationships, and professional commitment, though productivity was moderately affected. Statistical analysis confirmed a significant negative correlation ($r = -0.64$, $p < 0.05$), showing that emotional fatigue directly reduces job performance.

CONCLUSIONS

Emotional fatigue significantly impacts nurses' job performance, undermining their productivity and resilience and affecting the quality of patient care. Although nurses remain committed to their roles, the findings validate that emotional fatigue is a critical workplace issue that requires immediate attention to sustain healthcare efficiency and nurse well-being.

RECOMMENDATIONS

Based on the findings and conclusions of the study, the following recommendations are suggested:

1. Implement regular stress management and psychological support programs, including counseling, resilience training, and mental health services for nurses.
2. Establish fatigue management strategies through balanced shift scheduling, adequate rest periods, and fair workload distribution.

3. Promote nurses' physical health by providing wellness activities, regular health assessments, ergonomic training, and healthy workplace facilities.
4. Strengthen continuous professional development through emergency nursing training, simulation exercises, and competency enhancement programs.
5. Foster a positive work environment by implementing peer support groups, mentoring programs, team-building activities, and employee recognition initiatives.
6. Improve organizational support by ensuring adequate staffing, sufficient resources, and effective communication between hospital management and nursing personnel.
7. Regularly monitor nurses' emotional well-being through periodic assessments and incorporate wellness programs into hospital policies.
8. Encourage policymakers and hospital administrators to prioritize nurse wellness initiatives as part of workforce retention and quality patient care strategies.
9. Future researchers may examine other factors influencing nurses' job performance, such as leadership style, organizational culture, job satisfaction, compensation, and work-life balance.

ACKNOWLEDGMENTS

I sincerely thank Almighty God for His guidance, wisdom, and strength throughout the completion of this study. I am deeply grateful to my research adviser for the invaluable guidance and support, to St. Bernadette of Lourdes College for providing quality education and learning opportunities, and to my workplace for its cooperation in conducting this research. I also extend my heartfelt appreciation to all the respondents for their participation and to my beloved father for his unwavering love, prayers, and encouragement in pursuing my Master's degree. Above all, I give all the glory and honor to God for making this achievement possible.

AI DECLARATION STATEMENT

AI-supported tools helped with grammar and structure in creating this article. No AI tools were used to collect, analyze, or interpret data; all authors are credited for their academic contributions.

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