



A STUDY ON STRESS LEVEL OF EMPLOYEES WORKING IN HOSPITAL

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ABSTRACT:

Stress is a part of day-to-day living of every individual. We generally believe that the stress is caused by the external events and the dynamics of the environment. But we need to emphasis the fact that the Stress is caused by our reaction to the external environment in KIMS hospital, Hyderabad. Workers in the health industry are more likely having a higher level of stress compare to other professions in other sectors. Work stress impacts adverse consequences such as fatigue, absenteeism, turnover, customer dissatisfaction, and for health professionals, in particular, it will lead to incorrect diagnosis and curative action.

Keywords: Job stress, work stress; hospital; health professional

INTRODUCTION

Stress is a part of day-to-day living of every individual. We generally believe that the stress is caused by the external events and the dynamics of the environment. But we need to emphasis the fact that the Stress is caused by our reaction to the external environment. The manner in which we perceive and understand the changes or the particular event creates same event can bring happiness and cause. Hans Selye was one of the founding fathers of stress research. His view in 1956 was that "stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental." Selye believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative.

Stress stems from the relation between a person and the surrounding environment. Stress is an unpleasant emotional situation. In the working sphere, stress appears when an employee experiences unbalance situation between work demand and the ability to manage it. Severe work stress could result in adverse consequences to individual health both mental and physical. Work stress also affects the quality of life including social relationship and family life. Many reports admit work stress induces absenteeism, turnover, reduced productivity and feeble service.

Sources of Stress

The Environment: The natural stressors, for example, climate, commotion, swarming, contamination, movement, perilous and substandard lodging, and wrongdoing.

Social Stressors: Social stressors, for example, due dates, monetary issues, prospective employee meetings, presentations, differences, requests for your time and consideration, loss of a friend or family member, separation, and co-child rearing. These stressors emerging because of requests of the diverse social parts, for example, guardian, life partner, parental figure, and worker.

Physiological: Physiological stressors incorporate fast development of puberty, menopause, disease, maturing, conceiving an offspring, mishaps, absence of activity, poor sustenance, and rest aggravations.

Contemplations: Human cerebrum translates and sees circumstances as upsetting, troublesome, difficult or wonderful, in such circumstance our mind figures out if they are issues to us or not.

Review of Literature:

Darshan et al (2009) in their article, A study on professional stress, depression and alcohol use among Indian software professionals, observed that the software employees are professionally stressed and are at 10 times higher risk for developing depression and also significantly increase the incidence of psychiatric disorders. Preventive strategies like training in stress management, frequent screening to identify professional stress and depression at the initial stages and addressing these issues adequately might help the software professionals cope with their profession better without affecting their lifestyle and health.

Saurabh Shrivastava and Prateek Bobhate (2010) in their study, Computer related health problems among software professionals in Mumbai: A cross-sectional study, investigated that Ocular discomfort, musculo-skeletal disorders and psycho-social problems form key category of health problems found among constant computer users. This study has also brought into focus factors contributing to the occurrence of these problems. Thus, the problem requires a multidisciplinary action and hence there is an immediate need for the concerned authorities to collaborate and enforce suitable preventive measures.

Jakkula Rao and Chandraiah (2011) in their article, Occupational stress, mental health and coping among information technology professionals, found that job satisfaction and mental health are correlated but not significant. However, job satisfaction was positively and significantly correlated with coping behaviour. The mental health is negatively and significantly correlated with occupational stress. It can be explained that as job satisfaction and mental health increases coping behavior increases. And as stress increases mental health decreases.

Kesavachandran et al (2012) in their study, Working conditions and health among employees at information technology - enabled services: A review of current evidence, identified that musculo-skeletal disorders, ocular disorders and psycho-social problems were some of the key health problems observed among software professionals. There is a need for implementation of the programs that include the concepts of ergonomics, health education,

training of personnel to prevent and overcome the morbidity, as well as psycho-social problems among workers in software industry.

Objectives of the Study:

- 1) To analyze the level occupational stress among the hospital employees
- 2) To examine the causes of stress in the study area
- 3) To study the methods and techniques applied for stress of the hospitals employees.

Research Methodology:

The study is an empirical research base on both primary data and secondary data. First hand data have been collected from the hospital employees with the help of interview schedule. Secondary data is also collected from various studies, books, journals, magazines and websites to supplement the present study.

Sources of data The present study is based on primary data and secondary data. The data are collected from every possible source.

Primary Data The primary data were collected from the sample respondents through a questionnaire.

Secondary data The secondary data needed for this study are collected from journals, books, magazines, articles, government records, and websites and so on.

Sampling Design The researcher has used convenient sampling method. Total number of respondents in this study sample size is 100.

Limitations of The Study

The following are the limitations of the study.

1. Due to paucity of time the researcher has selected only limited number of respondents for the study.
2. The study is limited to the employees of KIMS hospital, Hyderabad.

Data Analysis and Interpretations

Table 1: Various attributes of stress

S. No:	Attributes	SA	A	N	D	SD
1	Over Workload	31	42	18	7	2
2	Physical environment or Quality problems at workplace	26	42	16	12	4
3	Lack of cooperation	22	34	25	12	7
4	Patient complaints	35	32	16	13	4
5	Exposed to diseases	32	44	12	7	5

6	Demands of family	18	24	17	26	15
7	Lack of communication	28	44	14	8	6

Source: Primary data

Table 1 indicates that major causes of stress among the employees are excess of work load (73%) and stress due to Physical environment (68%) of respondents were agreed. Hence it was found that employees felt that taking severe work pressure, as they were expected to handle multiple roles and responsibilities the employees suffer from stress because of lack of support (56%) from the management and colleagues, Patient complaints (67%), Exposed to diseases (76%) were also major causes of stress.

Table 2: Various attributes of stress relievers

S. No:	Attributes	SA	A	N	D	SD
1	Rational allocation of work reduces stress	26	44	16	10	4
2	Improving work conditions reduces stress	52	24	16	6	2
3	Training & development programmes to cope up with new technologies will help reduces stress	24	55	14	4	3
4	Spending time with family reduces stress	5	22	38	24	11
5	Following safety precautions reduces stress	20	55	18	4	3
6	Financial motivation	34	46	14	4	2
7	Recreation	48	35	14	3	0

Source: Primary data

Table 2 reveals that Rational allocation of work (70%), Improving work conditions (76%), Training & development programmes (79%), Following safety precautions (75%), Financial motivation (80%) and Recreation (83%) of respondents were agreed for respective attributes which reduces stress among hospital employees.

FINDINGS:

- The majority of the respondents working in stressed.
- Major causes of stress among the employees are excess of work load and stress due to physical environment.
- Majority of the employees suffer from stress because of lack of support from the management and colleagues.
- Work life imbalance is one of the major attributes which contributes to stress among employees.
- Recreation and Spending time with family has a direct positive impact on the mind giving it strength and power to resist stress.



- Rational allocation of work and improving work conditions acts like a stress busters.

SUGGESTIONS:

- Organize a Stress Management Program that focuses on different leave categories of employees at all hierarchical level.
- Take adequate steps to redesign jobs, which are taxing to employees' abilities and capacities.
- Adequate role clarification to be made whenever necessary to eliminate role ambiguity.
- Encourage open channel of communication to deal work related stress.
- Undertake stress audit at all levels in the organization to identify stress area improving conditions of job and alleviating job stress.
- Attractive system of reward and recognition of good work.
- The above said employees facing stress are advised to attend stress management courses which will help them to build coping strategies and cause out their stress.
- Relaxation, Positive outlook towards works/responsibilities, practicing yoga cum meditation, Time management might reduce stress,

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