

Research Paper



A COMPARATIVE STUDY ON EFFECTS OF WORK STRESS AMONG WOMEN NURSES OF SELECT PUBLIC AND PRIVATE SECTOR HOSPITALS IN GUNTUR DISTRICT OF ANDHRA PRADESH

G.Mallika¹

¹Ph.D. Scholar, Dept. of HRM, Acharya Nagarjuna University & Asst. Professor, Vignana Lara Institute of Science & Technology, Guntur, A. P, India

Dr. V. Tulasi Das²

²Coordinator, MBA (Hospital Administration) & Asst. Professor, Dept. of HRM, Acharya Nagarjuna University, Guntur - 522 510, A.P, India

ABSTRACT

Nursing has been identified as an occupation that has high levels of stress. Job stress brought about hazardous impacts not only on nurses health but also on their abilities to cope with job demands. Nursing is one of the most stressful professions owing to the emotional nature of patient demands, long working hours and inter-professional as well as interpersonal conflicts. The emphasis was made in this paper is to examine the effects of factors which relates to work stress with the various constituents of the employees at hospitals.

KEY WORDS: Occupation, Interpersonal conflicts, Burnout, Hazardous, Work Place Stress,

1. INTRODUCTION

In the middle of the 19th century there was no stress in workplace and occupational stress grew in disturbing over the last 40 years. Occupational stress is commonly defined as the harmful physical and emotional responses that occur when the demands of the job exceed the capabilities, needs or resources of the employee. Recently occupational stress is increasing due to globalization and global financial crisis which is stirring almost all countries, all professions and all categories of workers, as well as families and societies. As a result occupational stress becomes an essential issue in all work places.

A high amount of stress can become serious risk for the personality attribute of individual and can cause physiological and social problems. Stress is illustrated as, "it is a response to outside situation that edge to physical, psychological, and/or behavioral deviations for organizational participants." We practically believe that stress arise due to outside matters and the dynamics of environment. But we need to highlight on the issue that stress originate because of our reaction with outside condition. The way we see and accept the changes may bring happiness or cause stress. Stress is our reflex to external environment and it can be the either positive or negative. It is the general wear and tear of the body because of over burden. "Stress = Pressure > Resource" (Stress occurs when the pressure is greater than the resource). Stress can clear-cut itself in both positive and negative ways. Stress is called as good or positive when situation provides something for enrichment. Stress is negative when it leads to

heart disease, drug abuse, marital breakdowns, alcoholism, child abuse, absenteeism, and a host of other social, physical, organizational, and emotional problems.

One of the common invite competitions that employees are expressing in the workplace anywhere in the world is the so called stress. Stress is said to influence employee's performance and skillfulness. In fact, stress can mark to one life's imbalance that may also lead to depression as well as struggles such as role conflict, workplace conflict, satisfaction, role ambiguity and workload, quality of work life, productivity. It is a growing matter in businesses today that stress has becoming a serious threat not only to individual workers but also to the organization as a whole. Keeping all in view the present study focused to clarify the effect of stress on women nurses in hospitals and look for ways to solve and avoid the stress to occur, minimize or reduce the impact to acceptable level.

2. EFFECTS OF STRESS

Organizations are man-made system run by human resource. Human Resource who work in highly stressful situations increase undesirable tendencies in their working behavior. In medical science, stress affects the human body and sub systems of human body such as immune system nervous system and blood pressure. Stress affects individuals in a variety of ways such as psychological effects (tension, anxiety, fear, depression, loss of concentration, forgetfulness, loss of self-confidence, nervousness, negative thinking, mental disorder, frustration, personality disorder, anger) physical



effects (headache, backache, restlessness, loss of appetite, infections, skin problems, and respiratory disorder), and behavioral effects such as arguing, crying, conflicting attitude, sleeping disorder, exhaustion, burnout, carelessness and frequent mistakes, increase absenteeism, decrease commitment of work and increase staff turnover. Stress not only affects on human resources but also affects the organizations. The major effects of stress can be classified as under:

2.1 Performance - Stress negatively affects the performance of individuals in an organization. It ultimately leads to low productivity of the whole organization because the organization works through these individuals.

2.2 Change in Attitude - Employees who face highly stressful situation continuously for a long period are bound to experience some change in attitude. They grow negative thinking, low morale and job dissatisfaction and fail to continue friendly interpersonal relation with co-workers.

2.3 Withdrawal Behavior - The stress experienced by employees also results in behavior. In these circumstances, it increases absenteeism, affects the internal environment of the organization.

2.4 Other Effects - Limitless stress proves to be harmful for an individual. It ultimately leads to make a deal with health and loss of productivity absenteeism, arriving late, leaving early, shirking work responsibilities etc., loss of productivity, more of error prone work, increase in employee turnover, memory loss, etc., cribbing, getting irritated, various psychological and psychometric problems, frustration, over-reacting, deteriorating health, arguing, suicides, more of accidents etc., eating disorders, insomnias, depression, improper work, excessive smoking and drinking, delay in completion of job etc. are the blow off of stress. Productivity is precisely related with the health of an employee. Workplace stress has a significant bounce on team performance, employees well being and overall performance of an organization.

3. REVIEW LITERATURE

Naser Hoboubi, et.al (2017) in his article “The Impact of Job Stress and Job Satisfaction on Workforce Productivity in an Iranian Petrochemical Industry” published by “Safety and Health at Work” reveals that the corrective measures are necessary to improve the shift work system and “Role insufficiency” and “role ambiguity” should be improved and supervisor support must be increased to reduce job stress and increase job satisfaction and productivity.

Young Lu et.al (2017) in his article “The relationship between job satisfaction, work stress, work–family conflict, and turnover intention among physicians in Guangdong, China: a cross-sectional study” published in Health services research discussed that the Job satisfaction, work stress, work–family conflict, hours worked per week, working in an urban/rural area, types of institution and age are influencing factors of turnover intention. Reducing working hours, raising salary, providing more opportunities for career development and training, supporting and encouraging physicians by senior managers could potentially contribute to the reduction in turnover intention.

Revenio Jalagat (2016) in his article of “Determinants of Job Stress and Its Relationship on Employee Job Performance” published in “American Journal of Management Science and Engineering” determined the relationship between

job stress and employee performance. It identifies the job stressors as role ambiguity, underutilization of skills and work overload.

Bergstrom. Get.al (2017) in his article of “Preventing sickness absenteeism among employees with common mental disorders or stress-related symptoms at work” published in “BMC public health” he declares that For employees with mental health problems or stress-related symptoms, failure to take the work environment into account may lead to reduced work ability and repeated and/or prolonged spells of sick leave. The current intervention looks at both the individual and the workplace context. If the intervention proves successful and is implemented at large within the OHS sector, it may result in increased work ability, reduced rates of sick leave and improved quality of life among employees with CMDs or occupational stress.

R. Mariappan & R.Kalidoss (2017) in his article of “ A study of impact on the stress of employees in public and private banks” published in “Shanlax international journal of commerce” he explained that Factors like work overload, role conflict, communication gap among colleagues and comfort with supervisor and colleagues, continuous contact with the customers, role ambiguity, unpleasant organizational environment, lack of privacy, no career advancement, target achievements have contributed to increase stress among employees and has an adverse impact on productivity, absenteeism, worker turnover and employee health.

Olulana Bamidele Samuel (2015) in his article of ‘The Effects of Organizational Culture and Stress on Organizational Employee Commitment’ published in “Management” he explained that every organization has its own different values, beliefs and norms. It is of the opinion therefore that all organizations should endeavour to entrench a culture that is strong and supportive which will promote strong commitment, reduce stress level and enhance organizational performance. Though cultural and attitudinal change is difficult to achieve but programmes of action can be put in place that will create a culture that reduces employees’ stress leading to their commitment in the organization.

Shefali Srivastava, Rooma Kanpur (2014) in his article of “ A Study On Quality Of Work Life: Key Elements & It’s Implications” published in “IOSR Journal of Business and Management” reveals that the identification of the measures of quality of life is indeed a difficult task, though there is a sort of common agreement on its concept of employee wellbeing. As regards the outcome factors with the immediate effects on psychology of employees (positive attitudes, commitment, and satisfaction) and ultimate effects on performance of organization are being considered by researchers. Finally it is very true to say that high degree of QWL leads to job satisfaction which ultimately results in effective and efficient performance.

Radha.G (2014), Occupational Stress among the bank Employees in Tivarurar District of Tamil Nadu, expresses the level of occupational stress among public sector bank employers. The result of the study reveals that the officers and clerical staff experience high level of stress and sub-staff face moderate occupational stress. This study defines that occupational stress to be harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities resources, or needs of the workers.

4.STATEMENT OF THE PROBLEM

One of the common challenges that employees are experiencing in the workplace anywhere in the world is the stress. Stress is said to influence employee's performance at organizational level and individual level through efficiency. This study is aimed at determining job stress variables that effect employee performance. In this, the focus will be on to find out solutions to the following. Does there are a considerable change in work environment and workload? What are the effects of workplace stress among the women nurses? What are the various problems identified by the women nurses due to work place stress? What are the bailouts packages they are identifying to co-up the work place stress?

5.OBJECTIVES OF THE STUDY

The study is conducted with the following specific objectives:

- To identify the factors influencing the work stress among the women nurses in hospitals in Guntur District.
- To correlate the relationship between the demographic variables with work stress among nurses in hospitals.
- To suggest the measures based on findings.

6.RESEARCH METHODOLOGY

To fulfill the aforesaid objectives the data are collected from two sources i.e., primary and secondary

sources. The secondary data are collected from various journals, periodicals, magazines, books and unpublished documents. The primary data are collected directly from the sample respondents with pre - designed questionnaire.

6.1 Research Approach

A quantitative approach is followed in this exploratory study. The primary data are collected by using the questionnaire. The questionnaire consists of 8 questions and respondents have been classified according to the demographical factors like age, education and experience. Results are presented by means of descriptive group statistics.

6.2 Research Method

The sample respondents selected for this study consist of employees from public and private sector hospitals in Guntur District, A.P. 45 employees were selected from each sector for this study on the convenience sampling technique and emphasis being given, so that as many hospitals contribution can be acquired. The participants were solicited to complete the stress survey questionnaire. Out of the total respondents 80 completed the schedule sheets and returned it back. Since the respondents are of different designations, the designations are not included; instead the age, educational level and experience are included.

7.DATA ANALYSIS

Table 1: KMO & Bartlett's Test

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.652
Bartlett's Test of Sphericity	Approx. Chi-Square	1095.826
	df	28
	Sig.	.000

From the above table it is found that Kaiser-Meyer Olkin value is 0.652 and Bartlett's test of Sphericity with approximate Chi-square value 1095.8 is statistically significant at 5% level. It denotes that the sample is adequate to represent the influencing factors on the stress management practices in the organization to achieve competitive advantage in global business environment.

The following communalities table indicates the range of variance exhibiting by eight variables of work stress practices in the organization to achieve competitive advantage in the global business environment.

Table 2: Communalities

Communalities		
	Initial	Extraction
Job satisfaction	1.000	.946
Productivity	1.000	.932
Quality of Work life	1.000	.961
Work life Balance	1.000	.954
Organisational Culture	1.000	.945
Absenteeism	1.000	.877
Poor decision making	1.000	.928
Lack of creativity	1.000	.973
Extraction Method: Principal Component Analysis.		

From the above table it is found that the variance ranges from .877 to .973. It denotes the variance of the variable range from 87.7% to 97.3%. This variance denotes the

formation of significant factors. The following total variance table indicates the individual and cumulative variance of the derived factors.

Table 3: Factor Analysis- Total Variance Explained

Component	Total Variance Explained								
	Initial Eigen values			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings ^a		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.388	54.856	54.856	4.388	54.856	54.856	3.791	47.390	47.390
2	3.128	39.095	93.951	3.128	39.095	93.951	3.725	46.561	93.951
3	.192	2.399	96.350						
4	.150	1.879	98.229						
5	.089	1.114	99.343						
6	.036	.444	99.787						
7	.010	.122	99.909						
8	.007	.091	100.000						

Extraction Method: Principal Component Analysis.

a. When components are correlated, sums of squared loadings cannot be added to obtain a total variance.

From the above table it is found that the eight factors are reduced into two predominant factors with individual variance 54.856, 39.095. These variances are significant to individually considering derived factors. Moreover, two factors explained a cumulative variance of 93.951 percent

from the eight variables of work stress. Construct to measure the impact of forces influencing on work stress practices in the organizations to achieve competitive advantage in the global business environment. The following pattern matrix a) indicates the variable composition of the factors.

Table 4: Factor Analysis- Rotated Component Matrix

	Rotated Component Matrix ^a	
	Component	
	1	2
Lack of creativity	.984	
Job satisfaction	.969	
Poor decision making	.962	
Productivity	.959	
Quality of Work life		.976
Work life Balance		.969
Organisational Culture		.963
Absenteeism		.937

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Table 4 reveals that the rotation component matrix result of factor analysis with the extraction technique of principal component analysis as well as the rotation matrix based on the Varimax rotation technique with the Kaiser normalization. It is referred that the researcher identified two factors namely factor 1 and factor 2.

Factor analysis shows two predominant factors. The above all eight variables are indispensable forces that are influencing on the work stress practices in the organizations. Out of all these two factors will help the organization to achieve competitive advantage in global business environment. Managers and employees have to play a key role in work stress practices of the organization to achieve the competitive advantage in the present global business environment.

Table 5: One Way ANOVA Factors Effecting Work Stress by Age of the Employees

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Job satisfaction	Between Groups	14.338	4	3.584	1.216	.312
	Within Groups	197.537	67	2.948		
	Total	211.875	71			
Productivity	Between Groups	9.261	4	2.315	.856	.495
	Within Groups	181.183	67	2.704		
	Total	190.444	71			
Quality of Work life	Between Groups	24.779	4	6.195	3.131	.020
	Within Groups	132.540	67	1.978		
	Total	157.319	71			
Work life Balance	Between Groups	29.835	4	7.459	3.873	.007
	Within Groups	129.040	67	1.926		
	Total	158.875	71			

Organizational Culture	Between Groups	31.745	4	7.936	4.303	.004
	Within Groups	123.575	67	1.844		
	Total	155.319	71			
Absenteeism	Between Groups	28.935	4	7.234	2.964	.026
	Within Groups	163.509	67	2.440		
	Total	192.444	71			
Poor decision making	Between Groups	14.373	4	3.593	1.326	.269
	Within Groups	181.502	67	2.709		
	Total	195.875	71			
Lack of creativity	Between Groups	13.894	4	3.474	1.288	.284
	Within Groups	180.717	67	2.697		
	Total	194.611	71			

From the table it is found that Quality of work life, Work life Balance, Absenteeism, Organizational culture are significant at 5% level. It is observed that Job Satisfaction, Productivity, Poor decision making, Lack of creativity there

is no significant differences in work stress of the women employees in hospital sector by age. Therefore we can conclude that there is variance between the variables that factors affecting the work stress.

Table 6: One Way ANOVA Factors Effecting Work Stress by Education of The Employees

		ANOVA				
		Sum of Squares	df	Mean Square	F	Sig.
Job satisfaction	Between Groups	25.167	3	8.389	3.055	.034
	Within Groups	186.708	68	2.746		
	Total	211.875	71			
Productivity	Between Groups	24.278	3	8.093	3.312	.025
	Within Groups	166.166	68	2.444		
	Total	190.444	71			
Quality of Work life	Between Groups	1.110	3	.370	.161	.922
	Within Groups	156.210	68	2.297		
	Total	157.319	71			
Work life Balance	Between Groups	3.169	3	1.056	.461	.710
	Within Groups	155.706	68	2.290		
	Total	158.875	71			
Organisational Culture	Between Groups	3.018	3	1.006	.449	.719
	Within Groups	152.302	68	2.240		
	Total	155.319	71			
Absenteeism	Between Groups	3.649	3	1.216	.438	.726
	Within Groups	188.796	68	2.776		
	Total	192.444	71			
Poor decision making	Between Groups	34.200	3	11.400	4.795	.004
	Within Groups	161.675	68	2.378		
	Total	195.875	71			
Lack of creativity	Between Groups	31.222	3	10.407	4.331	.007
	Within Groups	163.389	68	2.403		
	Total	194.611	71			

From the table it is found that Poor decision making, Job Satisfaction, Productivity and Lack of Creativity are significant at 5% level. It is observed that Quality of Work life, Work life Balance, Organizational Culture, Absenteeism

there is no significant differences in work stress of the women employees in hospital sector by education. Therefore we can conclude that there is variance between the variables that factors affecting the work stress.

Table 7: One Way ANOVA Factors Effecting Work Stress by Experience of the Employees

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Job satisfaction	Between Groups	35.294	4	8.824	3.348	.015
	Within Groups	176.581	67	2.636		
	Total	211.875	71			
Productivity	Between Groups	26.313	4	6.578	2.685	.039
	Within Groups	164.132	67	2.450		
	Total	190.444	71			
Quality of Work life	Between Groups	8.796	4	2.199	.992	.418
	Within Groups	148.523	67	2.217		
	Total	157.319	71			
Work life Balance	Between Groups	10.706	4	2.676	1.210	.315
	Within Groups	148.169	67	2.211		
	Total	158.875	71			
Organisational Culture	Between Groups	12.584	4	3.146	1.477	.219
	Within Groups	142.736	67	2.130		
	Total	155.319	71			
Absentism	Between Groups	6.523	4	1.631	.588	.673
	Within Groups	185.922	67	2.775		
	Total	192.444	71			
Poor decision making	Between Groups	44.456	4	11.114	4.918	.002
	Within Groups	151.419	67	2.260		
	Total	195.875	71			
Lack of creativity	Between Groups	37.180	4	9.295	3.956	.006
	Within Groups	157.432	67	2.350		
	Total	194.611	71			

From the table it is found that Job Satisfaction, Productivity, Poor decision making and Lack of Creativity are significant at 5% level. It is observed that Quality of Work life, Work life Balance, Organizational Culture, Absenteeism there is no significant differences in work stress of the women employees in hospital sector by experience. Therefore we can conclude that there is variance between the variables that factors affecting the work stress.

8. FINDINGS

- ◆ Variance of the study variables ranges from 87.7% to 97.3%. This variance designates the formation of significant factors.
- ◆ Two factors are identified as predominant factors which will help the organization to achieve competitive advantage in the business environment.
- ◆ It is observed that there is variance between the variables that factors affecting the work stress by age in hospital sector.
- ◆ It is found that there is variance between the variables that factors affecting the work stress by experience in hospital sector.
- ◆ From this research it is found that there is variance between the variables that factors affecting the work stress by education in hospital sector.
- ◆ From this research it is found that the highest factor loading is Lack of creativity
- ◆ From this research it is found that the lowest factor loading is Absenteeism.

9. SUGGESTIONS

- ✓ In the private sector, there is more work load that reflects to absenteeism. So the organization must provide comfortable work load to achieve more productivity and to reduce absenteeism.

- ✓ In the private sector, subordinates are not considered in creativity. It is not good for hospital development, because of those are the people who intact with patients they know the practical strengths and weakness of the organizational policies.

10. CONCLUSION

From the research it is found that job satisfaction, productivity, poor decision making, quality of work life, work life balance, organizational culture, absenteeism and lack of creativity are the main sources of stress. Among them lack of creativity found to be very sensitive towards stress. While formulating the policies, the organizations should take much care to incorporate the creativity, is the significant tool of organizational success in the present business environment.

11. LIMITATIONS

The study however, suffers from the following limitations

- It is limited to a small field, in and around Guntur.
- Sample size is low, though well representative within the field limitation
- Questionnaire design was made with close ended limiting the respondents' choice to any in their own way.
- Sample employees are likely to be influenced in their pattern for work stress practices in the organization.

12. FURTHER SCOPE OF THE STUDY

Despite the limitations listed above, the study provides future research direction to identifying the effects of work stress along with the factors in competitive global business environment. Stress is continuous process. This study sets the trend for a longitudinal national level research for work stress practices in government sector in A.P.

13. REFERENCES

1. Bergstrom, Get (2017), "Preventing sickness absenteeism among employees with common mental disorders/stress related symptoms at work", *BMC public health*. May 12; 17(1):436. doi: 10.1186/s12889-017-4329-1
2. Jennings, B. M., Turbulence. In R. Hughes (Ed.), (2007). "Advances in patient safety and quality: An evidence-based handbook for nurses", Rockville, MD: Agency for Healthcare Research and Quality. Publication No.: 08-0043
3. Natasha Khamisa, Dragan Ilic, Brian Oldenburg (2016), "Effect of personal and work stress on burnout, job satisfaction and general health of hospital nurses", *Health sa gesondheid* 22 (2017) 252 e258.
4. Naser Hoboubi (2017), "The impact of job stress and job satisfaction on workforce productivity in an petrochemical industry", *Safety and Health at Work*. Vol-8, Issue-1, pg 67-71
5. Olulana BAmidele sameul (2015), "The effects of organizational culture and stress on organizational employee commitment", *Management*.
6. Revenio Jalagat (2016) "Determinants of Job Stress and Its Relationship on Employee Job Performance", *imperial journal of interdisciplinary research* Vol-2, Issue-3
7. Risham Preet Kaur & Poonam Gautam Sharma (2016) "Stress Management in the Banking Sector", *imperial journal of interdisciplinary research* Vol-2, Issue-3
8. R. Mariappan & R. Mariappan (2017) "A study on the impact of stress on the performance of employees working in public and private banks", *Shanlax International Journal of Commerce* Volume 5 Issue 1 January 2017 ISSN: 2320 – 4168.
9. Radha .G (2014), "Occupational stress among bank employees in Tiruvarna District of tamilnadu", *International Journal of Social Science and Humanities Research*, Vol. 2, Issue 3, pp: (154-160), Month: July 2014
10. Parul Sharma, Anuradha Davey, Sanjeev Davey, Arvind Shukla, Kajal Shrivastava, and Rahu Bansal (2014) "Occupational stress among staff nurses: Controlling the risk to health", *Indian journal of occupational and environmental medicine*, vol-18(2) august.
11. Shefali srivastava, Rooma Kanpur (2014), "A study on quality of work life: key elements & its implications", *IOSR Journal of business and Management*. Vol - 19 (12), May-June, 1980, 11-24.
12. Sapna & Ved Prakash Ghaba (2017) "Occupational Stress among the Engineering College Teachers", *American Journal of Management Science and Engineering* 2(1):1-10.
13. Young Lu (2017), "The relationship between job satisfaction, work stress, works family conflict and turnover intention among physician in Guangdong china: a cross sectional study", *Health service Research*.
14. Web Resources: www.assochem.org, www.banknet.india.com, www.assochem.org/prels.