

A STUDY ON EFFECTIVENESS OF STRESS AMONG THE STAFF NURSES WORKING IN APOLLO HOSPITAL PVT. LTD.

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ABSTRACT

Health Care, like any other services, has become one of the highly growing sectors in India. The hospitals today have been facing greater challenges in terms of growing population, technology revolution and service diversification. The nursing community working in the hospitals is directly affected by the stress as the systems, procedures; patient handling system is getting complicated with the use of advanced technology and shortage of manpower. They suffer to match their job objectives with the fast changes taking place in the work atmosphere. An effort has been made through this research study to identify the factors influencing stress among nurses working in Apollo hospital, Chennai and to find the effectiveness of ways used by them to cope up with the stress generated at workplace. It is found that maximum number of nurses in hospitals remains in stress. Majority of the nurses try to find solution to relieve them from stress. The measures are also suggested in the paper to overcome stress that affects their physical and mental health. .

Keywords: Employee Stress, Job Overload, inflicting stress

INTRODUCTION

Employee stress is a prevalent and costly problem in today fast paced world. It is unavoidable among the working community irrespective of their job and industry. Hospital pushes and pulls staff nurse to yield their commitment and services. There is both positive and negative stress, depending on individual's unique perception of the tension between the two forces. Stress bears deliberating effects on both the staff nurse and the employer.

Symptoms and Causes of Stress

Absenteeism, neglecting work responsibilities, not being punctual, poor work performance, employee dullness, arguing, irritation, accidents and injuries, addiction to bad habits etc., may be considered as major symptoms of stress. Improper wages and salaries, lack of rewards and recognition, Peer employee pressure, ineffective communication, Lack of employee participation, Monotonous nature of job, unhealthy working conditions, Heavy workload, biasing, family member's expectation, job role, financial problems, career changes, social responsibilities, may lead to stress.

OBJECTIVES OF THE STUDY

The main objective of the study is to identify the factors influencing stress among nurses working at Apollo hospital, Chennai.

1. To know the factors creating stress among the people.
2. To identify the existence of work stress and its impact among nurses in Apollo Hospital.
3. To explore the stress related problems among Nurses working in Apollo Hospital.
4. To suggest stress coping strategy to overcome the Stress.

2. LITERATURE REVIEW

"Jacob Donkor" (2012) in his article specified as Nurses need to feel that they are involved in decision making especially related to patient care issues. Therefore a more decentralized democratic management

approach would be beneficial and this is imperative to increase nurses' visibility in the workplace by establishing programs that recognizes their contributions. Dayo Akintayo (2012) found that working environment is significantly related to workers, morale and also working environment is significantly correlated with perceived workers, productivity.

Dr. K. Chandrasekar (2011) found that environmental factors are conducive to work and he also found that factors that affect attitude of staff nurse to work are interpersonal relationships control over environment, shift, emotional factors, job assignment, overtime duty, extended work. Kirkcaldy and Martin (2000) present evidence that nurses have higher than normal rates of physical illness, mortality, and psychiatric admissions.

French and others (2000) point that nurses can be exposed on a daily basis to a large number of Potent stressors, including conflict with physicians, discrimination, high workload, and dealing with death, patients, and their families. Calnan and others (2001) examined stress levels of healthservice staff and found that 27% of all hospital staff was classified as suffering stress and mentalill health, compared to 14% of the general population. Stordeur and others (2001) found thatemotional exhaustion was the consequence of work related stress factors among Belgian nurses further, Hospital and management characteristics influence the stress nurses experience at work.Lepnurm and others (2009) point that for some physicians, a high level of stress stemmed frombeing assigned to both clinical and administrative responsibilities.

RESEARCH DESIGN

Descriptive Research method is used in this study because it includes surveys, facts, and findings, enquire of different kind. The main purpose of the study is to find description of the state of affairs as it exists at present. The author can only report what has happened, and what ishappening. Simple random sampling method is used to collect samples from the population.

Structured Questionnaire Method is the research tool used to collect the primary data. A total of 78 questionnaires were distributed to the nurses, through staff's convenient duty schedule the data has been collected who are all working in Apollo Hospitals situated in Kilpauk, Chennai.

DATA ANALYSIS

Demographic information of 78 nurses who completely responded to the questionnaire istabulated in Table 1.

Variables		No.of Respondent	Percentage
Gender	Male	7	9.0
	Female	71	91.0
	Total	78	100%
Age	20-30	31	39
	31-40	25	32
	41-50	14	17
	51-60	8	10
	Total	78	100%
Marital Status	Married	43	55.1
	Unmarried	35	44.9
	Total	78	100%
Income	10,000-15,000	25	32.1
	15,000-20,000	30	38.5
	20,000-25,000	17	21.8
	30,000-35,000	3	3.8
	35,000 and above	3	3.8
	Total	78	100%

Table No 2. Showing the association between age and problem of BP/sugar /any other healthproblems of nursing respondents

Ho : There is no significant association between age and problem of BP/sugar /any other healthproblems of nursing respondents.

H1 : There is significant association between age and problem of BP/sugar /any other healthproblems of nursing respondents.

			problem of BP/sugar /any other health problems					Total	
			Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
age	20-30	Count	0	0	0	28	3	31	
		Expected Count	1.2	8.7	3.6	14.7	2.8	31.0	
	31-40	Count	2	11	2	7	3	25	
		Expected Count	1.0	7.1	2.9	11.9	2.2	25.0	
	41-50	Count	1	6	4	2	1	14	
		Expected Count	.5	3.9	1.6	6.6	1.3	14.0	
	51-60	Count	0	5	3	0	0	8	
		Expected Count	.3	2.3	.9	3.8	.7	8.0	
	Total		Count	3	22	9	37	7	78
			Expected Count	3.0	22.0	9.0	37.0	7.0	78.0

Table No : 3. Shows the Correlation between sleeplessness and indigestion of nursingrespondents.

Problem of BP/sugar /any other health problems	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	52.506 ^a	12	.000
Likelihood Ratio	65.411	12	.000
Linear-by-Linear Association	24.682	1	.000
N of Valid Cases	78		

The significance value is 0.000 the value is lesser than 0.05, So we reject null hypothesis and accept alternative hypothesis. There is significant association between age and problem of BP/sugar /any other health problems of nursing respondents.

Ho : There is no significant relationship between sleeplessness and indigestion of nursing respondents.

H1 : There is significant relationship between sleeplessness and indigestion of nursing respondents.

		Sleeplessness	Indigestion
Sleeplessness	Pearson Correlation	1	.127
	Sig. (2-tailed)		.266
	N	78	78
Indigestion	Pearson Correlation	.127	1
	Sig. (2-tailed)	.266	
	N	78	78

In the above table the correlation value is 0.127, it is equal to 0. That is there is no relationship between sleeplessness and indigestion. The significance value is also greater than 0.05, so retain null hypothesis.

Table No. 4 Shows significant difference with that of nursing respondents' age and their opinion on working hours

Ho There is no significant difference with that of nursing respondents' age and their opinion on working hours

H1 There is significant difference with that of nursing respondents age and their opinion on working hours

Working long hours	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
20-30	31	2.7742	.92050	.16533	2.4366	3.1118	1.00	5.00
31-40	25	2.3200	.98826	.19765	1.9121	2.7279	1.00	4.00
41-50	14	3.0714	1.07161	.28640	2.4527	3.6902	1.00	5.00

51-60	8	2.7500	1.16496	.41188	1.7761	3.7239	1.00	5.00
Total	78	2.6795	1.01282	.11468	2.4511	2.9078	1.00	5.00

Working long hours		Levene Statistic	df1	df2	Sig.
Based on Mean		.181	3	74	.909
Based on Median		.171	3	74	.915
Based on Median and with adjusted df		.171	3	70.399	.915
Based on trimmed mean		.176	3	74	.912

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.699	3	1.900	1.918	.034
Within Groups	73.288	74	.990		
Total	78.987	77			

The significant value in the above table is 1.918. The significant value is less than 0.05, so null hypothesis is rejected and accept the alternate hypothesis.

Mean Perceived Stress Scale scores and standard deviations according to the nursing qualifications, usual shift most often worked, usual length of shift, average patient assignment, and years of experience.

Table No. 5 shows that mean PSS scores of participants with average patient assignment of 1–3 (21.00 ± 5.1) were statistically significant where no statistically significant difference between PSS score and nursing qualification, usual shift most often worked, usual length of shift, and their years of experience.

	PSS score, mean ± SD	F	P	Inference
Nursing qualifications				
Diploma	19.74±4.1	0.283	0.754	NS
Degree	19.70±5.8			
Postgraduate	22.00±1.4			
Shift most often worked				
Day	19.67±4.3	2.060	0.129	NS
Evening	19.00±2.5			
Night	21.15±4.2			
Usual length of shift (h)				
8	20.27±4.2	6.701	0.000	HS
10	18.71±3.1			
12	18.61±4.3			
>12	17.21±4.9			
Average patient assignment				
1-3	21.00±5.1	6.408	0.002	S
4-6	20.94±2.9			
>6	19.38±4.3			
Work experience (years)				
<1	19.42±4.5	1.013	0.400	NS
1-10	19.90±3.9			
11-20	19.89±3.8			
21-30	18.68±6.4			
>30	20.33±1.82			
<i>P</i> > 0.05=NS. PSS: Perceived Stress Scale, S: Significant, NS: Not significant, HS: Highly significant, SD: Standard deviation				

Multiple Regression Analysis used to test whether quality of workplace influence job stress H01: Responsibilities do not influence quality of workplace.

H02: Physical working conditions do not influence quality of workplace. H03: Immediate supervising does not influence quality of workplace.

H04: Work difficulties do not influence quality of workplace.

H05: Too much of manual work does not influence quality of workplace. H06 : Equipment and resources does not influence quality of workplace. H11: Responsibilities influence quality of workplace.

H12: Physical working conditions influences quality of workplace. H13: Immediate supervising influences quality of workplace.

H14: Work Difficulties influences quality of workplace.

H15: Too much of manual work influences quality of workplace. H16 : Equipment and resources influences quality of workplace.

(Multiple Regression result : Accept H11, H12, H13, H14, H15, H16) Responsibilities, Physical working conditions, Immediate supervising, work difficulties, manual work and equipment influences quality of work place.

FINDINGS

83% of the respondents are female candidates falling mostly in the age category of 19 – 24.58% of respondents belong to the state of Tamil Nadu with the qualification of B.S.C Nursing. Nurses feel they are overloaded with too much of manual work. The jobs assigned to them are over demanding. One third of the respondents mentioned that workplace stress has impact on their family life. Employee counseling programs are conducted on public holidays and Sundays; this is reducing the effectiveness of it. Rewards and recognition are hardly received by the nurses. 70% of the respondents agreed that the stress level prevailing in the Hospital is high

SUGGESTIONS

Finally some suggestions are offered taking into consideration the entire analysis of the secondary and primary data. These suggestions are based on the respondents' opinion and direct observations. The suggestions may be used to fill up the gap between the real thought of HRD and existing practices of the hospital.

Work assignments can be delegated among the staff nurse which make them feel ease in the work place. Software module can be installed to record and document nursing department data so that Hospital can reduce too much of manual work. Language skills development classes may be organized to outstation nurses. To overcome workplace stresses interference in personal life

;staff nurse can be provided with relaxation time, flexible work schedule, shift adjustments, effective rewards and recreational activities and fringe benefits (paid vacation, health benefits, child care and educational facilities).

Hospital can boost and motivate staff nurse to resolve their problems by introducing Employee Counseling (EAP), Self Management Trainings (SMT) and Career Counseling Programs (CCP). Nurses must be given Relationship Management Training which educate them to network, influence and manage conflicts with patients.

The small percentage of people did have high stress. Person facing at organizational level of lot of psychological problems in form of decreased motivation, absenteeism etc., as the reedy for the staff nurse facing stress are advised to attend the stress management courses which help them to coping strategies and cause out their stress. Relaxation, Time management, Support from peers, Delegation of work, Division of work, adequate man power, Positive outlooks towards works/responsibilities, Try to get 6-7hrs continuous sleep per day

CONCLUSION

As most of the respondents feel that they feel stress at work, Hospital should take positive steps to make their staff nurse feel free from stress so that they can work with optimum efficiency and effectiveness. Guidance and Counseling must be provided to the staff nurse. Hospital should introduce flexible work schedule so that the staff nurse can give more time to themselves and their family and discharge other social responsibilities. Stress may have an impact on service productivity and hence it must be managed and controlled by the Hospital which transforms staff nurse as “A best service provider”.

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