

# A Study on “Stress Level among Employees in Government Healthcare Sectors” During Covid-19

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Submitted: 01-05-2022

Revised: 07-05-2022

Accepted: 10-05-2022

## ABSTRACT:

Stress is any action that places special physical or psychological demands upon a person, anything that can unbalance his individual equilibrium. Work-related stress is a potential cause of concern in health care workers and is associated with decreased job satisfaction, days off work, anxiety, depression, sleeplessness, medical errors, and near misses. To compare stress levels in different groups of health care worker and identify causes of stress, we conducted a survey-based study at a super-specialty public sector hospital at Delhi NCR.

## I. INTRODUCTION:

Occupational stress is a recognized problem in health care workers. Nursing has been identified as an occupation that has high levels of stress. It was found that job stress brought about hazardous impacts not only on nurses' health but also in their abilities to cope with job demands.

This seriously impairs the provision of quality care and the efficacy of health services delivery. Nursing has been identified by a number of studies as a stressful occupation. Stress has a cost for individuals in terms of health, wellbeing, and job satisfaction, as well as for the organization in terms of absenteeism and turnover, which in turn may impact the quality of patient care. Stress has been categorized as an antecedent or stimulus, as a consequence or response, and as an interaction.

It has been studied from many different frameworks. For example, Selye proposed a physiological assessment that supports considering the association between stress and illness.

## PROBLEM IDENTIFICATION :

Health care is currently the industry of choice for many people who hope to acquire a good job and salary. Our nation's economic

Conversely, Lazarus and Folkman advocated a psychological view in which stress is “a particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her wellbeing.”

## II. REVIEW OF LITERATURE

There has been little research on occupational stress among healthcare workers. Spieberger & Reheiser (1994) conducted a study with the healthcare working adults, measuring gender differences in healthcare stress using the job stress survey (JSS) in an American university and corporate settings. It was found that there was no significant difference in the overall stress level was highly significant with managerial/professional participants.

Brown et al (1998) studied the job stress and performance among 150 self-paced repetitive workers and they found in their study that the low satisfied workers experienced more after work stress than the high satisfied workers.

Russell & Zinta (2000) investigated the relationship of organizational stress and exhaustion to work outcomes such as commitment, turnover intentions, and organisational citizenship behaviours.

According to Kyriakon (2001) Occupational stress also known as job stress has been defined as experience of negative emotional such as frustration worry anxiety and depression attributed to work factors

growth is boosted as a result of the social standing of an individual. Occupational stress has become a problem in such a field in recent years. Many personnel in the healthcare sector have embraced it.

Clearly, if left uncontrolled, it will have an negative impact on our nation's growth.

### III. MATERIAL AND METHODS:

#### 1.1 Research Design

These research design was employed for data collection, analysis and testing of research model used in the research.

#### 3.2 Objectives of the Research:

- To measure the occupational stress level of the employees.
- To explore the relationship of organizational factors over the stress among the healthcare employees.
- To examine the health issues faced by healthcare employees.

#### 3.3 Sampling Design:

I have collected 150 samples and are restricted to Chennai district.

#### 3.4 Data Collection :

The primary data was collected through pre designed questionnaires and by the interview

method. The data that was gathered was later processing using spss and are represented graphically.

#### 3.5 Statistical Tools :

The main tools used for statistical analysis were percentages, means, standards deviation.

#### 3.6 Research Questions (RQ) and Null Hypothesis (Ho):

##### Null Hypothesis:

**H0:** There is no significant difference between age of respondents with time pressure to complete work

##### Alternative Hypothesis:

**H1 :** There is significant difference between age of respondents with time pressure to complete work.

#### 3.7 Limitation of Research:

- Transparency in communication
- Variation in the analysis of data

In this pandemic it's really hard as well as difficult to get the data. Still i tried my level best as their occurs fluctuations. Due to the shortage of resources and time, the study was limited to few people within the hospital. This study is concerned with the hospital, so the findings cannot be generalized.

### IV. DATA ANALYSIS:

**TABLE 4.1: GENDER WISE DISTRIBUTION OF RESPONDENTS**

GENDER	NO OF RESPONDENTS	PERCENTAGE
Male	98	66
Female	52	34
Total	150	100

**TABLE 4.2: AGE WISE CLASSIFICATION OF RESPONDENTS**

AGE	NO OF RESPONDENTS	PERCENTAGE
21-30	20	6
31-40	30	22
41-50	60	43
51-60	40	29
TOTAL	150	100

**TABLE 4.3: INCOME WISE DISTRIBUTION**

INCOME	NO OF RESPONDENTS	PERCENTAGE
BELOW 15000	30	23
15000-30000	70	53
30000-50000	30	23
ABOVE 50000	20	1

TOTAL	150	100
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**TABLE 4.4: EDUCATION QUALIFICATION**

QUALIFICATION	NO OF RESPONDENTS	PERCENTAGE
MBBS	80	53
BSC. NURSING	50	33
MBA	10	7
LAB TECHICIAN	10	7
TOTAL	150	100

**TABLE 4.5 : WHAT IS YOUR JOB PROFILE IN HEALTHCARE SECTOR**

JOB PROFILE	NO OF RESPONDENTS	PERCENTAGE
DOCTOR	40	27
PARAMEDIC	10	7
NURSE	70	46
ADMINISTRATION STAFF	30	20
TOTAL	150	100

**TABLE 4.6: DO YOU FEEL MENTAL HEALTH IS EQUALLY IMPORTANT TO PHYSICAL HEALTH**

DO YOU FEEL MENTAL HEALTH IS EQUALLY IMPORTANT AS PHYSICAL HEALTH	NO OF RESPONDENTS	PERCENTAGE
YES	90	69
NO	60	31
TOTAL	150	100

**TABLE 4.7 : CHOICE WISE CLASSIFICATION OF RESPONDENTS**

CHOICE WISE CLASSIFICATION	NO OF RESPONDENTS	PERCENTAGE
PERSONAL INFLUENCE	56	39
FAMILY INFLUENCE	46	32
MOTIVE TO HIGH EARNING	40	28
OTHER REASON	10	1
TOTAL	150	100

WORK EXPERIENCE	NO OF RESPONDENTS	PERCENTAGE
BELOW 5 YEARS	120	80
ABOVE 5 YEAR	30	20
TOTAL	150	100

TABLE 4.8 : EXPERIENCE WISE DISTRIBUTION:

TABLE 4.9 : HOW IS YOUR WORKING ENVIRONMENT

WORKING ENVIRONMENT	NO OF RESPONDENTS	PERCENTAGE
HIGH RISK	110	97
LOW RISK	40	3
TOTAL	150	100

## V. DATA ANALYSIS AND INTERPRETATION

### 5.1 ONE WAY ANOVA TEST

Hypothesis set between job profile in healthcare sector and their respondents and their opinion on the most suitable parameters to

motivate employee for better outcome (promotion).

#### Null Hypothesis:

There is no statistically significant relationship between job profile and their opinion on the most suitable parameters to motivate the employee for better outcome (promotion).

### 5.2 Alternative Hypothesis:

H1 = There is statistically significant relationship between job profile of the respondents and their opinion on

Descriptives								
What is your job profile in Healthcare sector								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1	42	2.19	1.254	.194	1.80	2.58	1	4
2	69	2.30	1.102	.133	2.04	2.57	1	4
3	31	2.48	1.151	.207	2.06	2.91	1	4
4	12	2.42	1.311	.379	1.58	3.25	1	4
Total	154	2.32	1.164	.094	2.13	2.50	1	4

the most suitable parameters to motivate the employee for better outcome ( promotion).

ANOVA					
What is your job profile in Healthcare sector					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.666	3	.555	.405	.750
Within Groups	205.743	150	1.372		
Total	207.409	153			

### 5.3 POST HOC TEST Homogeneous Subsets

What is your job profile in Healthcare sector		
Duncan <sup>a,b</sup>		
Age	N	Subset for alpha = 0.05
1	42	2.19
2	69	2.30
4	12	2.42
3	31	2.48
Sig.		.418

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 25.992.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

Mean for groups in homogeneous subset are displayed

Uses Harmonic Mean Sample Size = 7.368

The group size are unequal. the harmonic Mean of the group size is used.

Type I error levels are not guaranteed

## VI. SUMMARY OF FINDINGS, SUGGESTIONS & CONCLUSION

### 6.1 FINDINGS

- 66 % of the respondent have a Female response.
- 43% of the respondent have 41-50 age of the response.
- 53% of the employee getting 15000-30000 of income.
- 53% of the respondent in qualification is MBBS.
- 46% of them in Nurse field in healthcare sector.
- 69% of them feels mental health is equally important to physical health.
- 39% of the respondent have a personal Influence.
- 80% of the experience is Below 5 years.

- 97% of the employees chosen working environment is High risk.
- 53% of the respondent not feeling exhausted in the morning at the thought of another day of work.
- 60% majority of the respondents feels harder to work in the current scenario.
- 67% majority of the respondents have a fear to catch covid-19 infection.
- 53% majority of the respondents sometimes faces competition in this field
- 98% majority of the respondents faces Health issues.
- 95% respondents are not feeling safety and security.

## VII. SUGGESTIONS

- It is found from our study that the employees in this hospital are facing some sort of stress.
- This was mainly due to the high level of stress and workload.
- An important suggestion that they have to make is that good employee friendly methods should be adopted by the hospital.

- The dialy impact of covid 19 on our lives continuous unabated.
- As innovations increase this influence will continue to grow in the coming years at an increasing rate.
- As technology advances, there is also increased stress that is associated with it called as “Technology Stress”.
- The stress brings extra pressure on people to adapt to new advancements.
- Annual stress scoring has to be done and stress management program like yoga, Meditation would prevent.
- Some relief giving schemes reduces risk of diseases due to stress.
- Healthy employees mean better performance by employee that in turn produce a healthy community.

### VIII. CONCLUSIONS

Occupational stress is one which is related to one’s job. It often seems from unexpected responsibilities and pressure that do not align with a persons knowledge, skills or expectations, inhibiting one’s ability to cope Occupational stress can increase when workers do not feel supported by supervisors or management It feels as if they have little control over work processes Because stress results from the complex interactions between a large system of interrelated variables There are several psychological theories and models that address occupational stress. The findings from the study indicated that healthcare work repetitive motion health symptoms involving the occurrence of many employees Of particular importance, the investigation did not find any relationship between non occupational stress Causation of repetitive motion health symptoms By adopting new strategical tools some issues can be solved, as even in pandemic situation the employees are working their maximum. Their dedication towards work is too much. So that the management The four-pillar policy framework outlined in this brief by the International Labour Organization (ILO) provides direction not just for countries as they proceed through the various stages of the crisis, but also for the international community at large. There must be a worldwide, human- centered, and solidarity-based response.

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