

A STUDY ON IMPACT OF JOB STRESS OF EMPLOYEES IN THE MEDICAL FIELD WITH PREFERENCE TO TIRUCHENDUR AREA

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Abstract

Job stress directly effects the employee's job performance. If the employees are feeling stress on their job and are yet satisfied with their job then this is positive impact. If employees feel stress on their job and are not satisfied with their job then this is negative impact. Some pressures are helpful for the organization and some pressures and energy is necessary to change the social flexibility. This study focuses on studying the stress and its impact of job performance of employees in medical field including Doctors, Nurses and Accountants. It also analyse the symptoms of stress and causes of stress. It analyses the coping strategies to reduce the stress of the employees. By the application of x^2 test, There is no significant relationship between the demographic profile of the respondents and their level of symptoms of stress. By the Application of 'F' test "there is no significant relationship between demographic profile of the respondents and their level of using coping strategies to reduce stress". More importance to recreational activities by conducting outing and mind refreshing sessions, organizing workshops and discussions are essential to enable the employees to get more acquaintance related to their nature of job. Relaxation techniques like Yoga and meditation should be arranged by the organization. New Training programmes should be conducted for employees.

Key Words: Job Stress, Medical, Work Pressure, Depression, Head ache

INTRODUCTION

Job stress can be described as the damaging physical and emotion of a person that arise when the wishes of the job do not compete with the abilities, means, or wants of the employee. Job stress can lead to bad strength and even damage. The word stress is primarily from physical science where it means the strength engaged upon purpose to reason destruction winding or breaking. In case of human being stress is repeatedly used to define the body's reactions to demands engaged upon it, whether these demands are favourable or unfavourable. Whatever that bases stress is called a stressor

Stress is an eco friendly situation in which for complete a task a person required and when the person accomplishes the task there is a difference in the rewards that he or she imagines. The organisations are not full fill the demand of an employee. In that situation the employee feel stress on their job and the result that is come from that situation are not good if the wants of an organisation are huge and wider than the employee of an organisation are excepts from their jobs and the work are continue for a very long period of time without any break then the employees of an organisation feels burden on them and are not concentrate into their work properly. They feel tired on their routine work and this may cause of any mental, interval, behaviour or physical problem.

STATEMENT OF THE PROBLEM

Job stress directly effects the employee's job performance. If the employees are feeling stress on their job and are yet satisfied with their job then this is positive impact. If employees feel stress on their job and are not satisfied with their job then this is negative impact. Some pressures are helpful for the organization and some pressures and energy is necessary to change the social flexibility. On the other hand, pressure has may special effects on the performance of the employees.

There are many factors that contribute to employee's stress and have impact on job and these factors are over work load, role conflict, low salary of the workers and physical environment of the employees. Work load can also be categorized as measurable or Qualitative. Work load is the Quantity of effort a single person has to do. There is a difference among the real amount of effort and the person's awareness of the assignment. Medical field involves more stress than any other field due to the nature of work, round the clock shifts and environment of work.

Hence, the main aim of this study is to discuss about the behavioural changes that occurs due to the stressors.

SCOPE OF THE STUDY

This study focuses on studying the stress and its impact of job performance of employees in medical field including Doctors, Nurses and Accountants. It also analyse the symptoms of stress and causes of stress. It analyses the coping strategies to reduce the stress of the employees.

OBJECTIVES OF THE STUDY

The objectives of the study are,

1. To understand the personal profile of the respondents
2. To study the theoretical overview of job stress
3. To examine the factors causing the stress among the employees in medical field.
4. To study the impact of job stress of the employees on their performance.
5. To offer suitable suggestions.

METHODOLOGY

COLLECTION OF DATA

This study is based both on primary data and secondary data. The primary data was collected from the respondents directly with the help of questionnaire. The secondary data was collected from books, journals and websites.

SAMPLING DESIGN

With the view of study "Impact of Job Stress of Employees in Medical Field". 120 samples were selected. The respondents were selected by adopting convenience sampling technique

PERIOD OF STUDY

The researcher herself carried out the field work of this study. It was a conducted during the period from January 2024 to April 2024.

TOOLS FOR ANALYSIS

Data were analyzed with the help of tables and percentages. Garrett ranking techniques was used to rank the causes of stress of the employees.)

"Chi-square' is applied to find out the relationship between socio-economic profile of the respondents and their stress symptoms of the employees.

'F' test applied to find out the coping strategies to reduce stress.

'T' test applied to find out the physical and mental health problems of employees

'Weighted mean score' is applied to find out the factors serve a sources of social support to reduce stress.

FRAMEWORK OF ANALYSIS

The information collected through the questionnaire was analyzed with the help of liker's scaling technique. For positive statements weights of 5 points was given for 'strongly agree', 4 for 'Agree', 3 for 'Neutral, 2 for 'Disagree' 1 for 'Strongly Disagree'. In case of negative statement the score are reversed.

HYPOTHESES TO BE TESTED

In order to ascertain the association between the selected variables and the symptoms of stress and coping strategies of the employees, the following null hypotheses were formulated.

- ❖ There exists no significant relationship between the gender of the respondents and their symptoms of stress of employees.
- ❖ There exists no significant relationship between the age of the respondents and symptoms of stress of the employees.
- ❖ There exists no significant relationship between educational qualification of the respondents and their symptoms of stress of the employees.
- ❖ There exists no significant relationship between the Designation of the respondents and their symptoms of stress of the employees.
- ❖ There exists no relationship between the Marital status of the respondents and their coping strategies to reduce stress.
- ❖ There exists no relationship between Nature of family and their coping strategies to reduce stress.
- ❖ There exists no relationship between size of the family and their coping strategies to reduce stress.

REVIEW OF LITERATURE

The review of literature is essential for every research to carry on investigation successfully. Therefore, the research has collected the following literature related to these studies.

REVIEW OF LITERATURE

Susan C¹ et al in their study entitled "Stressful life events, personality and health An inquiry into hardiness", pointed out the hardiness approach suggest that, some people have what are termed hardier personalities than others do.

John.S et al² in their article entitled, "Occupational stress and its causes and consequences for job performance", identified various factors in the work place that can cause stress. Four general sets of organisational stressors are task demands, physical demands, role demands and interpersonal demands. M

MuHugh M in his article entitled "The Rationalization as a key stressor for public sector employees: An organisational lose study indicates that the process of organisation change in stressful for employees", it is suggested that they take cognizance of findings of this investigation when making decisions regarding the planning and implementation of organization change.

Armin Mehmud et al in their study entitled "Stress and depression: An assessment and guidelines" pointed out the problems and measures to overcome stress.

Badran Abdulrahman Al-Omar in his study entitled "Sources of Work - Stress among Hospital - Staff the Savdi" to determine the sources of work stress among the hospital staff working in Riyadh city, Savdi Arabia, to examine the relationship between the socio-demographic variables and the level of work stress and to studies the relationship between work-stress and the anticipated outcomes. This study applies _ the descriptive analytical research design. Doctors, nurses, technicians, administrators and therapists working at five hospitals were screened using a self - administered questionnaire developed to serve the objectives of this study.

Sveinsdottir H et al in their article entitled "Occupational stress, job satisfaction and working environment among Icelandic nurses", A cross sectional questionnaire survey. The objective of this study was to explore what factors contribute to work related stress among Icelandic nurses working within and outside the hospital environment. The result of the study

showed that the strenuous conditions of Icelandic nurses are left more severely among hospital nurses than among nurses working outside hospital settings.

Konstantinos N et al in their article entitled "Factors influencing stress and job satisfaction of nurses working in psychiatric units", A research review, an analysis done by review research studies to investigate variables which influence stress and job satisfaction of working in mental health settings. The result of the study showed nurses its influenced by psychological stress and the quality of clinical leadership.

Kathirvel N³ in his study entitled "Stress among employees working in private section with special reference to Coimbatore", pointed out the types of stress, causes and problems faced by the respondents.

PERSONAL PROFILE OF SAMPLE RESPONDENTS AND IMPACT OF JOB STRESS OF EMPLOYEES IN THE MEDICAL FIELD

TABLE- 1
EDUCATIONAL WISE QUALIFICATION

S.No	Education	Respondents	Percentage
1	MBBS	4	3
2	BDS	18	15
3	BHMS	14	12
4	BAMS	4	3
5	B.Pharm	14	12
6	B.Sc Nursing	28	23
7	Degree	38	32
Total		120	100

Source : Primary Data

From the above table it was observed that, out of 120 respondents, 32 percent of the respondents are completed Degree course, 23 percent of the respondents are completed BSC Nursing, 15 percent of the respondents are completed BDS, 12 Percent of the respondents are completed BHMS and B.Pharm, 3 Percent of the respondents are completed MBBs and BAMS.

Hence, majority of the respondents (32%) are completed Degree course.

TABLE -2
DESIGNATION

S.No	Designation	Respondents	Percentage
1	Doctor	32	27
2	Nurse	30	25
3	Pharmacy Technician	10	8
4	Laboratory Assistant	14	12
5	Receptionist	8	6
6	Office Clerk	26	22
Total		120	100

Source : Primary Data

From the above table it was observed that, out of 120 respondents, 27 percent of the respondents are Designation are Doctor, 25 percent of the respondents are Nurse, 22 percent of the respondents as a Office Clerk, 12 Percent of the respondents working as a Laboratory Assistant, 8 Percent of the respondents are working as a Pharmacy Technician and 6 percent of the respondents are working as a receptionist.

Hence, majority of the respondents (27%) are completed Degree course.

FEELING ABOUT STREES

Feeling about the stress of the sample respondents is presented in table - 3

Table - 3
DIFFICULTY IN JOB

S.No	Difficulty	No.of Respondents	Percentage
1	Shortage of required sources	10	8
2	Insufficient co-workers	50	42
3	More administration and paper work	22	18
4	Continuous and chaotic job demand	22	18
5	Shortage of help at work	16	14
Total		120	100

Source : Primary Data

From the table it was observed that, out of 120 respondents, 42 percent of the respondents said that, due to insufficient co-workers they had the stress, 18 percent of the

respondents said that, due to more administration and paper work, continuous and chaotic job demands they had the stress, 14 percent of the respondents said that, due to shortage of help at work they had the stress, 8 percent of the respondents due to shortage of required sources they had the stress.

Hence majority of the respondents (42%) said that due to insufficient co-workers they had the stress.

STRESS MANAGEMENT FACILITIES

To stress management facilities are utilized by the sample respondents is presented in Table -4.

TABLE - 4

STRESS MANAGEMENT FACILITIES

S.No	Facilities	No.of Respondents	Percentage
1	Health awareness programme	30	25
2	Vocation and holiday trips	8	7
3	Stress management course	72	60
4	Job redesign	6	5
5	Stress management workshops	4	3
	Total	120	100

Source: Primary data

From the above table it was observed that out of 120 respondents 60 percent of the respondents are utilized stress management course, 25 percent of the respondents are utilized the Health awareness programme, 7 percent of the respondents are utilized the vocation and holiday trips, 5 percent of respondents are utilized the job redesign facility and 3 percent of the respondents are utilized in the stress management workshops.

Hence, majority of the respondents (60%) are utilized in the stress management course facilities.

SOCIO ECONOMIC BACGROUND OF SAMPLE RESPONDENTS AND THEIR LEVEL OF COPING STRATEGIES TO REDUCE STRESS

The relationship between marital status and their level of coping strategies is presented in Table -5

Table-5

MARITAL STATUS AND LEVEL OF COPING STRATEGIES

S. No	Gender	Level of coping strategies			Total
		High	Medium	Low	
1	Married	18	24	6	48
2	Unmarried	10	46	16	72
	Total	28	70	22	120

From table-5 ,it could be seen that out of 120 respondents, 28 respondents with 'high level' of coping strategies in which, 18 respondents were married and remaining 10 respondents of were unmarried.

Out of 70 respondents with 'medium level' of coping strategies in which 24 respondents were married and remaining 46 respondents were unmarried.

Out of 22 respondents with 'low level' of coping strategies in which 6 respondents were married and the remaining 16 respondents were unmarried.

The null hypothesis framed is, "There is no significant relationship between marital status of the sample respondents and their level of coping strategies towards stress". Results of ANOVA is presented as follows.

Results of ANOVA

Source of Variation	Sum of Square	Degree of Freedom	Mean sum of square	Ratio of 'F'	Table Value
Between Level of coping Strategies	684	2	342	6	19.0
Between Marital Status	96	1	96	1.69	18.51
Residual	228	2	57		

It could be depicted from the above table that, the obtained 'F' values 6 and 1.69 were less than the table value 19 and 18.51 respectively at 5% level of significance. Hence, the null hypothesis was accepted and it could be concluded that, there is no significant relationship between marital status and level of copying strategies towards stress.

RELATIONSHIP BETWEEN SIZE OF THE FAMILY AND LEVEL OF THEIR COPING STRATEGIES TO REDUCE STRESS

The relationship between size of the family and their level of coping strategies to reduce stress.

TABLE-6
SIZE OF FAMILY AND LEVEL OF COPING STRATEGIES

S. No	Size of the family	Coping Strategies			Total
		High	Medium	Low	
1	Less than 4 members	10	22	10	42
2	4-5 members	10	42	10	62
3	More than 5 members	8	6	2	16
	Total	28	70	22	120

From table -6, it could be seen that out of 120 respondents, 28 respondents with 'high level of coping strategies, in which 10 respondents are having less than 4 member in their family, 10 respondents are having 4 5 members in their family, 8 respondents are having more than 5 members in their family.

Out of 70 respondents with 'medium level' of coping strategies in which, 22 respondents are having less than 4 members in their family, 42 respondents are having 4-5 members in their family and 6 respondents are having more than 5 members in their family.

Out of 22 respondents with 'low level' of coping strategies in which, 10 respondents are having less than 4 members in their family, 10 respondents are having 4-5 members in their family and 2 respondents are having more than 5 members in their family.

The null hypothesis framed is "There is no significant relationship between size of Family and their level of copying strategies towards stress".

Results of ANOVA is presented as follows.

RESULTS OF ANOVA

Source of variation	Sum of square	Degrees of freedom	Mean sum of square	Ratio of 'F'	Table Value
Between level of copying strategies	455	2	228	1.78	6.9
Between Size of the family	354	2	177	2.29	6.9
Residual	1623	4	406		

It could be seen from the above table that, the obtained 'F' values 1.78 and 2.29 were less than the table values 6.9 at 5% level of significance. Hence, the null hypothesis is accepted and it could be concluded that, there is no significant relationship between Size of the family of sample respondents and their level of copying strategies towards stress.

SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS

The major findings of the study are as follows

- 60 percent of the respondents were female.
- 53 percent of the respondents belonged to the age group of 26-35 years.
- 32 percent of the respondents have completed Degree course.
- 27 percent of the respondents are Doctor.
- 60 percent of the respondents are unmarried.
- 60 percent of the respondents are having less than 5 years of experience.
- 47 percent of the respondents are in the income group of less than 20,000.
- 57 percent of the respondents are living in Nuclear family.
- 52 percent of the respondents are having 4 - 5 members their family.
- 58 percent of the respondents said that, the major causes of stress was "Time pressures and deadline".
- 35 percent of the respondents felt that, excessive interruptions is the most difficult aspect in their job.
- 42 percent of the respondents said that, the reason for their stress was insufficiency of co-workers.
- 38 percent of the respondents said, when they were forced to do overtime work they were slow in their job.
- 85 percent of the respondents are affected by stress.

- 22 percent of the respondents are seeking help from others.
- 35 percent respondents said that, because of stress, work effectiveness is decreased.
- 82 percent of the respondents said that, stress management facilities are available in work place.
- 60 percent of the respondents utilize the stress management facilities
- . 57 percent of the respondents said that, other coping strategies (dancing and singing) reduce their stress.
- 57 percent of the respondents felt that, the stress can be overcome to some extent, by utilizing management facilities.
- 38 percent of the respondents are getting support for work related issues.
- 32 percent of the respondents expect proper recognition from the management.
- By the application of χ^2 test, There is no significant relationship between the demographic profile of the respondents and their level of symptoms of stress.
- By the Application of 't' test, The main problems faced by the respondents are 'Head ache'
- By the Application of 'F' test "there is no significant relationship between demographic profile of the respondents and their level of using coping strategies to reduce stress".
- By the application of weighted mean score, it is found that the respondents felt that the main source of social support during stress is the support from 'Superiors'

SUGGESTIONS

On the basis of findings, the following suggestions are made

- The work load should be properly distributed among the employees.
- The increment of salary must be provided according to their experience.
- The experienced employees should be treated well and be given proper recognition.
- The management should arrange meetings to give counselling to the employees at regular intervals to relieve from stress.
- A favourable work environment should be created by the employer to the employees.
- More importance to recreational activities by conducting outing and mind refreshing sessions, organizing workshops and discussions are essential to enable the employees to get more acquaintance related to their nature of job.
- Relaxation techniques like Yoga and meditation should be arranged by the organization.
- New Training programmes should be conducted for employees.

CONCLUSION

The purpose of this study is to identify the impact of job stress on employees in the medical field in Tiruchendur area. If, the employees feel great stress on their job and employee are less satisfying with their job then the performance of their job will be affected. Today's society is accepting all the changes. These changes cause different problems in the society. Thus the effectiveness of stress management in the medical field is surveyed using a Questionnaire method. All the data collected are analyzed and the solutions and recommendations suggested are enlisted. The stress management is a leading factor that each and every institutions should concentrate so that they can keep an eye on their performance. The field of the hospital depend upon the performance of the nurses, doctors and employees of the hospital. For enhancing the performance of the employees the management should provide their employees a control over the stress and thus obtain a high level of job satisfaction.

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