



OCCUPATIONAL STRESS AND ITS MANAGEMENT AMONG NURSES IN HOSPITALS IN GORAKHPUR

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ABSTRACT

Stress refers to the pressure and reactions to our environment which results in psychological and physical reactions. Job stress in employees in hospitals has been recognized as a key issue in the workplace . The nursing profession is known to be stressful throughout the world and has detrimental effects on the physical and psychological well-being of an individual's health. The stress management program will help to reduce the stress and create job effectiveness in hospital sectors . In this paper, characteristics of job stress in medical profession, especially in doctors and nurses and the effectiveness of stress management are overviewed .The important point in stress management in hospital are summarized as follows: 1) Type of occupational stress experienced by nurses in selected hospital 2) the causes of occupational stress among nurses 3) how stress affects mind and body of nurses.The study concludes that stress management techniques improve the performance of doctors and nurses and increases the opportunities of promotion among nurses

Keywords-*Hospital ,Nurses, Stress, Stress Management, Gorakhpur*

I. INTRODUCTION

In today's world , Stress is considered as one of harms for human resources and has detrimental effects on individual and social life. Organizational stress is of key interest to employers because it has adverse impact on employees productivity, moral, performance and health . Stress at workplace is dangerous as mental, emotion and physical responses occurs when there is difference between job requirement and capabilities, resources and need of employees. When individual is confronted with stress, it results in physiological (such as rapid heart rate, increased blood pressure) and psychological (e.g. anger, fear), Job stress is one of the important issues related to human behavior which has entered to human resource occupational performance for different reasons Studies have shown that hypothalamic–pituitary–adrenal axis and sempatimedulla adrenal are activated in response to stress leading to secretion of Aderno Corticotrophin Hormone(ACTH) Cortisol, epinephrine and norepinephrine which causes cardiovascular and metabolic changes such as increased arterial blood pressure, increased cardiac output, hyperglycemia, peripheral vascular dilation.



Stress in nurses is an endemic problem, which results in many health problems among nurses in hospital industry. According to Code of Ethics for nurses, "the nurse promotes, protects, and advocates for human rights, shares the responsibility and supporting human needs, provides the quality of health and patient's safety" (ICN Code 2012). Therefore, it is important to search for sources that could promote the quality of healthcare delivery by nurses such as the stress management. Research for the past years shows that, signs of occupational stress appear to be rising among nurses. Especially stress incurs economic costs on the society and influences physical and psychological health of nurses and it can lead to burnout of nurses. Anxiety, frustration, tiredness, tension, anger, helplessness are emotions often related with stress. If these challenges are faced by a nurse, then the routine accomplishments of daily living would be difficult to cope with. Occupational stress in nurses affects their health and increases absenteeism, attrition rate, injury claims, and errors in treating patient. Effective stress management techniques among nurses is geared towards reducing and controlling nurses' occupational stress and increasing organizational effectiveness.

Stress in hospitals of Gorakhpur is inevitable problem and the nurses and doctors suffer from various physiological and psychological stress. This study deals with reducing the level of stress in hospitals of Gorakhpur.

II. RATIONALE OF STUDY

The aims of this study are to reveal the causes of stress among nurses and coping strategies that could be used in controlling and managing stressful events to build the awareness and the knowledge among nursing students about the stress, its effects, and the way to reduce or cope with it once it occurs.

III. LITERATURE REVIEW

3.1 McGrath et al, 2003; Escot et al, 2001 Many studies have shown that nurses experience high levels of occupational stress associated with individual, social, environmental and organizational factors. Ardekani et al, 2008 The nursing profession in general is increasingly characterized by job stress due to the nature of the job. Bhatia et al, 2010 Nursing is a rewarding occupation, but at the same time it can also be very stressful.

3.2 Cooper et. al (1989) in their study found four most important predictors of job stress of GPs work-home interface, the demands of the job and patients expectation and practice. For women doctors, the most important predictor is the interference of job with the family and for men it is the joint stressors of practice administration and job demands. Most stress come from night calls, emergencies during surgeries and interruption of family life. Stressors for females are identified too. Female doctors experience more stress than their male counterparts from visiting during adverse weather conditions, and fear of being assault on night visits among others. Finding a locum, the working conflict between their work and personal lives, self-medication and less likely to seek formal medical help.

3.3 Theorell(1990): According to his study researches had linked job strain with higher rates of heart disease and other physical ailments and had explored the psychological effects of working long hours or being



disenchanted with a job. According to him one specific physical problem associated with job strain is hypertension. Hypertension was considered as the world's number one disease, with an estimated 500 million people worldwide currently afflicted. In the United States, 50 million people were having high blood pressure and estimates are that another 50 million are on their way to acquiring the condition. Ironically, in 95% of hypertensive cases the cause was unknown (American Heart Association). While estimates of proportion to heart disease, possibly due to job stresses are great. He had calculated that nearly a quarter of all heart disease could be prevented if we reduced the levels of job strain.

3.4 Williams (1997): He demonstrated that certain psychosocial factors known to predict increased risk of cardiovascular disease were higher among women who reported higher levels of job stress. In his study, he measured the job stress and psychosocial risk factors (i.e. depression and anxiety) from 152 female employees. The results showed that perceptions of low 'control' in women were correlated with increased levels of anxiety, anger and depression, reduced levels of social support and a preponderance of negative feelings, compared with positive feelings in working with colleagues and supervisors. Using a canonical correlation, Williams found that 70% of the women were depressed; 70% were anxious; and 83% reported low decision capabilities.

IV. RESEARCH OBJECTIVES OF THE STUDY

1. To determine the type and causes of occupational stress experienced by nurses in selected hospital.
2. To determine the occupational stress management strategies used by nurses .

V. RESEARCH METHODOLOGY:

5.1 Research design:- An exploratory research design shall be adopted for the purpose of this study. Primarily the study will be based upon the primary data which would be collected from sampling area.

5.2 Data source: - Primary data -The data are collected from the nurses (respondents) by administering a structured questionnaire

5.3 Sampling population :- 100 nurses of medical sector of Gorakhpur.

5.4 Sampling area:- Private Hospitals in Gorakhpur

5.5 Sampling Technique:- The study shall be based upon the Simple random sampling, Convenience sampling technique.

5.6 Scaling technique: - 5 point Likert scale, rating scale.

VI. DATA ANALYSIS AND REPRESENTATION

A Structured questionnaire is prepared based on scaling techniques from highly agree to highly disagree. Response of nurses is taken and converted in percentage to analyze the data . Response of 100 nurses are taken and tabulated. Various factors is taken into consideration to judge stress management in hospital industry in Gorakhpur



TABLE 6.1 : STRESS SYMPTOMS

STRESS SYMPTOMS	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Headache	10	12	22	15	41
2. Inability to concentrate	12	23	12	13	40
3. Tension	22	12	15	10	41
4. Difficulty breathing	22	10	31	14	23
5. Anger ,anxiety and frustration	15	20	12	12	41
6. Tiredness	12	10	20	43	15
7. High blood pressure	20	14	19	25	22

FIG:7.1

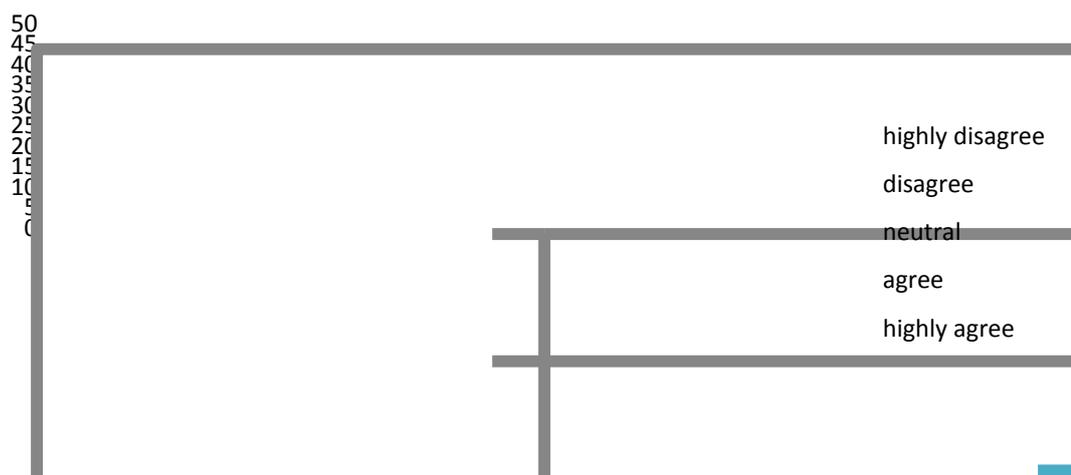


TABLE 6.2: CAUSES OF STRESS

STRESSORS	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Doing bedside care to patient	10	13	52	12	13
2. Low salary	7	13	2	25	53
3. Too many patients to handle	10	10	12	23	45
4. Preparation and submission of requirements	46	21	10	12	11
5. Patient with serious cases	17	11	10	40	22
6. Lack of hospital facilities and equipments	10	12	15	20	43
7. Fear of making mistake while treating patients	22	42	12	16	7
8. Mixed cases of patient due to lack of rooms	7	10	20	23	40
9. facing verbal abuse from patients or relations	22	45	10	10	13



FIG:7.2

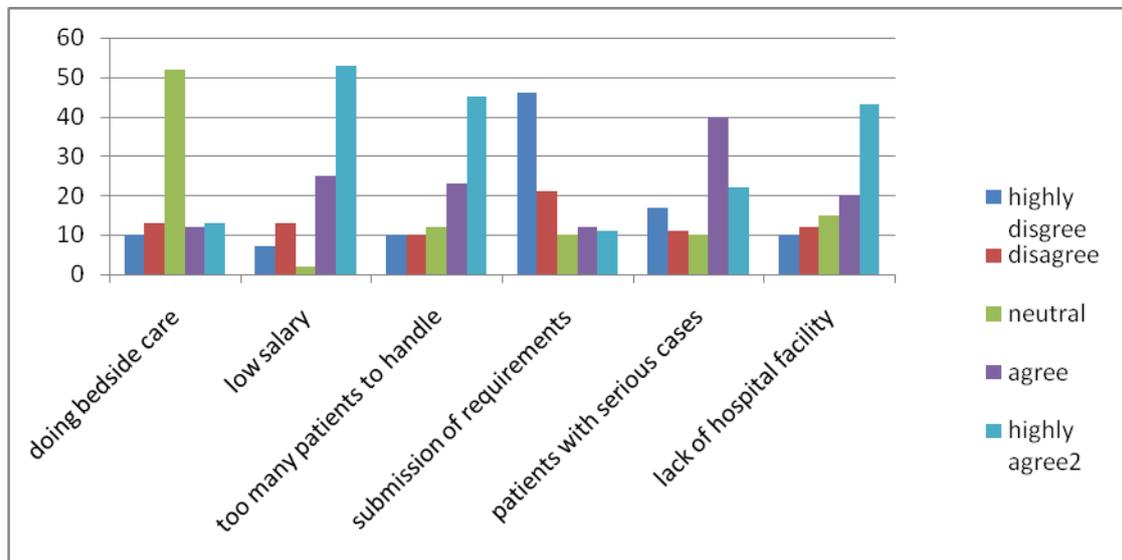
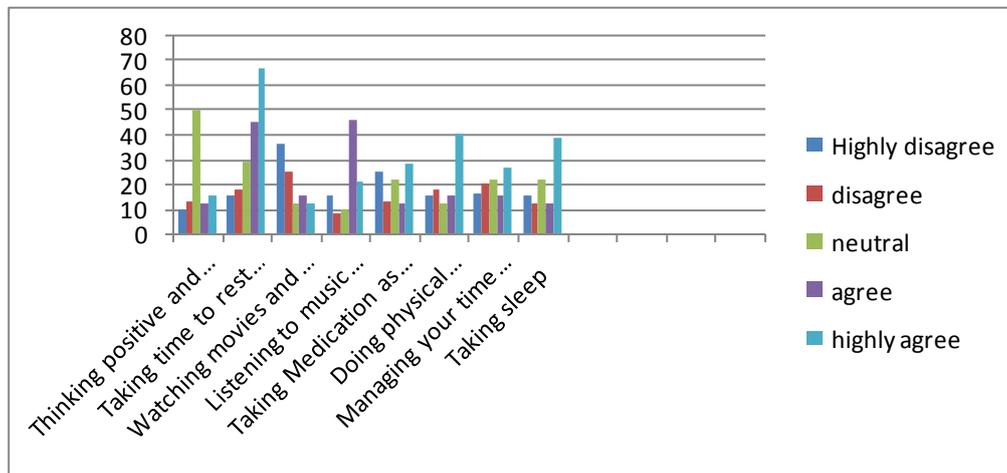


TABLE 6.3:-STRESS MANAGEMENT TECHNIQUES

STRESS MANAGEMENT	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Thinking positive and being confident in whatever you do	10	13	50	12	15
2. Taking time to rest and relax	15	18	29	45	67
3. Watching movies and other programs on TV	36	25	12	15	12
4. Listening to music , singing and dancing	15	8	10	46	21
5. Taking Medication as a reliever	25	13	22	12	28
6. Doing physical exercise (jogging , running , aerobics etc)	15	18	12	15	40
7. Managing your time better	16	20	22	15	27
8. Taking sleep	15	12	22	12	39

FIG:7.3



VII. FINDINGS

According to the survey of nurses, the below mentioned findings were listed

7.1 REGARDING CAUSES OF STRESS FACTORS

- 53% of nurses strongly agree that they have low income as cause of stress
- 45% and 43% of nurses strongly agree that too many patients to handle and lack of hospital facility as a cause of stress respectively
- 45% and 42% of nurses disagree that abuse from patient and relation and fear while treatment as a cause of stress respectively
- 40% of nurses agree that patient with serious cases as cause of stress in hospital industry

7.2 REGARDING TYPE OF STRESS

- 41% of nurses strongly agree that headache is mostly type of stress faced by them and 22% has no opinion
- 44% and 41% of nurses strongly agree that they are unable to concentrate and have tension due to stress
- Nurses has no opinion about the high blood pressure due to stress
- 43% of nurses agree that they suffer from tiredness due to stress and 41% strongly agree that they face anxiety, anger and frustration due to stress

7.3 REGARDING COPING STRATEGIES USED

- 67% and 40% of nurses strongly agree that taking rest and doing physical exercise as a stress management techniques respectively
- 42% agree that listening to music, singing and dancing as a stress management techniques
- 39% of nurses strongly agree that taking sleep as a stress management techniques

VIII. SUGGESTIONS

- Nurses should be provided opportunities for learning a multitude of stress management strategies



- Nurses should be given incentives and there should be increment in salary earned , this would greatly increase the productivity and ultimately decrease burnout and attrition rate
- Nearly 43% of the respondents are suffering because of the shortage of equipments and medicines. This is also creating a lot of stress for the Nurses especially while attending emergency service. So, hospital should provide equipments and facilities
- Patient – Nurse ratio should be maintained properly in order to handle too many patients

IX. CONCLUSION

This study indicated that occupational stress is present among nurses because of the daily hectic activities they undergo. Most of the nurses in hospital industry experienced physical, emotional and psychological forms of occupational stress: statistically significant associated with the department a nurse is. It is recommended that Hospital' executives and hospital management should help create an adequate stress-free work environment for nurses a by: having a policy for the management of worker health that makes reference to occupational stress and be able to assess the risks of work-related stress; providing adequate information on learning opportunities for stress management strategies that is directly applicable to the nursing environment and the job ;making motivational packages available to nurses in appreciation for the role they play in saving lives. if above suggestions are followed then it would eventually reduce the stress

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