

## A RESEARCH ON HEALTHCARE PROFESSIONALS' WORKPLACE STRESS AND WORK GRATIFICATION THRESHOLD

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### ABSTRACT

Countless people benefit from maintaining a healthy work-life balance, such as improved overall health for employees, increased job gratification, and less stress in both the personal and professional spheres. All professions experience job stress at some point, but health care workers are particularly vulnerable. Because of their particular work environment, health care professionals make up a significant population that might be harmed by workplace stress. Although high levels of stress are attributed to poor quality of work, excessive absenteeism, and other issues like hypertension, stress has become a problem for employers nowadays. The study sought to investigate the causes of workplace stress and to comprehend the general level of workplace stress and the threshold for job gratification in the health sectors, as well as to explore into the interaction between demographic parameters. and workplace stress sources. This study mainly used the descriptive analysis. The simple random sample of (n = 323) health care professionals were designed and analysed. A survey-based study to assess stress levels across various categories of health care professionals and to determine the sources of stress in hospitals among Theni district. Particularly, this study focuses the factors influencing the workplace stress and work gratification threshold was analysed using the five-point Likert scale. And lastly, using the Statistical Package for Social Sciences, an independent sample t-test was undertaken on this survey (SPSS). In addition, a variety of socio-demographic factors were also identified as least stressful stressors.

**Keywords:** *Workplace stress, Healthcare professionals, Stress levels, Work gratification threshold.*

### INTRODUCTION

Stress is a multifaceted idea that was first formed from the Latin word "stringere," which means to draw tight and is used to express difficulties. It frequently happens when people's physical and emotional capacities are insufficient to meet or manage the demands and restrictions of their jobs. The two primary types of stress that may manifest are eustress and distress. People who feel eustress can handle the pressures of their jobs, which may help them have a more happy work life. It is generally believed that one in three workers faces stress at work. Health-care professionals are a large group that may be afflicted by workplace stress due to the nature of their work environment, which has an impact on numerous other professions as well. Workplace stress affects many professions, but due to the nature of their work environment, health-care professionals constitute a sizable demographic that may be affected. In the medical

industry, employee workplace stress may have a negative impact on patient care standards, have a huge influence on the emergence of health problems, and lead employees to leave their jobs, change places of employment, and develop strained relationships with co-workers.

It is acknowledged globally as a significant threat to a person's mental, bodily, and organisational health, according to ILO (1986). The healthcare sector has long been concerned about workplace stress. Studies show that compared to other professions, the healthcare industry has a greater risk of substance misuse and suicide, as well as higher rates of depression and anxiety related to working stress. In addition to psychological distress, work-related stress has the potential to cause burnout, absenteeism, employee intention to resign, reduced client experience, and diagnostic and treatment errors. Although coping mechanisms and social supports might somewhat alter how people react to work-related pressures. This research makes an effort to understand how health care professionals experience workplace stress.

### **REVIEW OF LITERATURE**

Any external event or internal urge that threatens to break the organismic homeostasis is considered to be under stress, according to Selye (1974). In their 2008 article, "Effects of Occupational Stress Management Intervention Programs," Richardson, K. M., and Rothstein used meta-analysis techniques to present an empirical overview of stress management strategies. The findings also showed that the most common kind of intervention was relaxation. Magee and Bill (2009) hypothesized that mediate linkages between the various types of work with me corresponding consequences at home in their study titled "Stress, Anxiety, and Anger concerning Home and Work." In their 2008 article, "Effects of Occupational Stress Management Intervention Programs," Richardson, K. M., and Rothstein used meta-analysis techniques to present an empirical overview of stress management strategies. The findings also demonstrated that the most common kind of intervention was relaxation. In particular, several stress therapies targeted the organisational level. Additional findings showed that, compared to other types of therapies, cognitive-behavioral interventions had greater impacts. According to Kavitha (2012), married women in particular experience more stress than men do at work, and married women in particular experience more stress than single women.

Rajkumar and Swaminathan S. (2013) discovered an ideal level at which each person may operate at their optimum potential and named three factors that contribute to job stress: 1) role overload 2) role self-distance 3) role stagnation. S. Satija & Khan W. (2013) have noted that stress and workplace stress are similar and that both must be managed at work in order to prevent harmful effects on employees' attitudes and behaviour. Farhana Akhi (2020) used both qualitative and quantitative research methods to examine the link between job satisfaction and occupational stress among marketing level employees of KIAM Metal Industries Ltd. in comparison to conditions in European industries. Salina Tabassum (2021) A Comparative Study of Job Satisfaction and Occupational Stress among Government and Private College Working Women examines the elements that promote long-term employment as contrasted to those that foster dissatisfaction and prompt individuals to leave their positions. The influence of each aspect on working women was measured in the study.

### **STATEMENT OF THE PROBLEM**

Every element of life is impacted by stress. The healthcare industry creates challenging working circumstances. Higher levels of stress are caused by the demands of following the prescribed method, as well as other factors including job repetition, possible job unhappiness,

poor ergonomics, and low compensation. If addressing workplace stress is not a priority, its effects become apparent via increased absenteeism than other workers. This operations subject focuses on several methods of stress management. Increasing compensation isn't always the answer. There are other additional original ways to control stress. This research concentrates on the degree of stress generated by the workplace, as well as the causes, symptoms, and solutions used to handle stressful situations at work.

### OBJECTIVES

- ✓ To identify the level of workplace stress.
- ✓ To categorize the stressors as per the sources.
- ✓ To analyse the connection between the causes of workplace stress and socio demographic characteristics.
- ✓ To examine the characteristics of workplace stress experienced by the healthcare professionals.
- ✓ To ascertain the real factor of workplace stress that influences employee job gratification.

### RESEARCH METHODOLOGY

#### SAMPLE DESIGN AND SAMPLE SIZE

In order to accomplish the goals of the research, a descriptive study was conducted. Health care professionals who operate emergency rooms in Theni District provided the information. Data from the targeted employees was gathered using a questionnaire in Section 1. The questionnaire was given out to a total of 323 respondents in the sample group. There were two sections to the questionnaire. The first section measured the respondents' demographic traits. Sources of occupational stress were graded on a 5-point Likert scale in Section 2. In a pilot research study, 82 healthcare professionals participated. The statistical software for social sciences was used to analyse the data (SPSS). The frequency, percentage, averages, and independent sample T-test statistical methods were applied. It was deemed statistically significant when the P value was 0.05 or less.

#### Demographic profile of the respondents

Data on Seven demographic variables were collected. These variables include age, gender, qualification, educational background, internet usage, marital status, employment status were gathered from online and distance courses.

CRITERION		NO. OF RESPONDENTS	PERCENTAGE (%)
Age	18 - 24	84	26
	24 - 35	123	38
	36 - 45	64	19
	above 45	52	17
	<b>Total</b>	<b>323</b>	<b>100</b>
Gender	Male	145	45
	Female	178	55
	<b>Total</b>	<b>323</b>	<b>100</b>

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Marital Status	Married	255	79
	Unmarried	68	21
	<b>Total</b>	<b>323</b>	<b>100</b>
Monthly Income	15000 – 35000	102	32
	35000 – 60000	124	38
	> 60000	97	30
	<b>Total</b>	<b>323</b>	<b>100</b>
Educational Qualification	UG	112	35
	PG	74	23
	Diploma	123	38
	Others	14	4
	<b>Total</b>	<b>323</b>	<b>100</b>
Designation	Nurse	142	44
	Pharmacist	36	11
	Doctors	92	28
	Lab Technician	31	10
	Administration staff	22	7
	<b>Total</b>	<b>323</b>	<b>100</b>
Experience	< 5 years	78	24
	5 – 10 years	91	28
	10 – 20 years	82	25
	> 10 years	72	22
	<b>Total</b>	<b>323</b>	<b>100</b>

**Table1. Demographic profile**

These variables were gathered from 323 health professionals. The majority of the respondents were between the ages of 24 – 35 (38%). There were fewer respondents in the above 45 age group (17%). Most professionals were female (55%). Most of the respondents were married (79%). Here, the educational qualifications were lies on diploma course as 123 respondents. The majority of the respondent monthly income lies between 35000 and 60000. 44% of respondents had a designation of nurse. Most healthcare workers had experience of 5 - 10 years (28%).

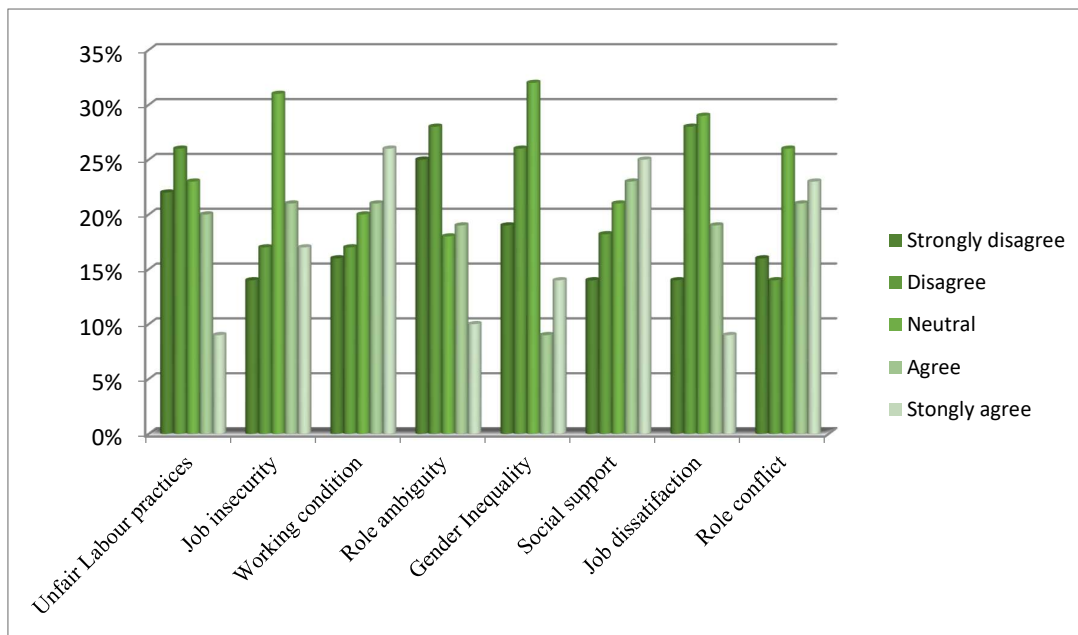
**Factors influencing work place stress in Healthcare workers**

Sources of stress	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean
Unfair management practices	69	84	76	65	29	2.69
Job insecurity	47	54	99	67	56	3.09
Working condition	51	56	64	69	83	3.23
Role ambiguity	81	92	57	61	32	2.60
Gender inequality	62	83	103	29	46	2.74

Social support	46	59	67	73	82	3.30
Job dissatisfaction	47	91	94	63	28	2.79
Role conflict	51	45	85	69	73	3.21

**Table2. Sources of stress**

It can be deduced from Table 2 that the social support of healthcare professionals, with a high mean score of 3.30, is given as one of the most significant aspects that impact the employees' stress. Second with mean score of working condition is 3.23, role conflict is ranked as third with the mean score of 3.21. Job insecurity is ranked as fourth with the mean score of 3.09, job dissatisfaction is ranked fifth with mean score of 2.79. Followed by gender inequality, role ambiguity and unfair labour practices. Hence it is concluded that the social support and working condition is considered as most important factor that influenced to stress.



**Fig1. Workplace stress**

From the above fig1, the workplace stress shows how the respondents' lies on each factors based on the five point scale. Here most of the respondents were highly disagreed the role ambiguity factor. Next, the respondents were disagreed the factor called job dissatisfaction. Neutrally, the respondents were lies on role conflict and job dissatisfaction. And this study has shown that the respondents were strongly agreed the factors influencing the source of stress called working condition.

### STATISTICAL ANALYSIS

A hypothesis is a logically speculative connection between two or more variables that is presented as a tested fact.

- Null Hypothesis - There is no correlating link that is significant between the variables.
- Alternate hypothesis - The variables are significantly related to one another.

**Null hypothesis (H0):** The main purpose of a null hypothesis is to determine whether

there is any correlation between the variables involved in the research topic. The null hypothesis is typically expressed as a negative statement.

**Alternate hypothesis (Ha):** The null hypothesis is disproved by the test result, and the alternate hypothesis (Ha) is a claim that is then accepted. Generally, the alternative hypothesis starts off as a positive statement.

### INTERPRETATION

#### Monthly Income of the respondents and Work Stress

Hypothesis 1: There is no statistically significant variation in respondents' monthly income according to the respondents' level of job stress or its causes.

Independently collected samples the T-test reveals a substantial difference between the respondent's monthly income and the causes of job stress. As Table3 shows, respondents monthly income > 60000 experiences more work stress than other i.e. role ambiguity ( $p < 0.004$ ) and role conflict ( $p < 0.36$ ), However, the difference among distribution of monthly income is not significant. Then the hypothesis can be rejected.

	Monthly Income of the Respondent	N	Mean	Std. Deviation	Std. Error Mean	Sig. (2-tailed)
Role Ambiguity	35000-60000	124	3.1325	1.21477	.09886	0.04
	>60000	97	3.2368	1.29193	.12100	
Role conflict	35000-60000	124	3.2053	1.20730	.09825	0.36
	>60000	97	3.1140	1.22481	.11471	

**Table 3. Independent sample T-test**

### FINDINGS

- ✓ 38% of the respondents are between the age group 24 - 35 years.
  - ✓ Out of the total sample most of the respondents, 55% are female healthcare professionals.
  - ✓ 79% of the respondents are married and the rest 21% of the respondents are unmarried.
  - ✓ Out of the total sample most of the respondents, 38% are diploma candidate.
  - ✓ Most of the respondents have 5 – 10 years of long association with the organization.
  - ✓ Most of the employees disagrees their unfair management practices.
  - ✓ Almost 82% of the employees are satisfied with the physical working conditions.
  - ✓ Nearly all of the respondents said they preferred to use personal coping mechanisms to manage their stress, spend time with their families, and maintain a nutritious diet.
- The majority of respondents claim that the organisation manages stress in an acceptable way.

## SUGGESTIONS

- ✓ Conduct self-analysis through personality type testes.
- ✓ Management should enhance employee careers by encouraging the growth of their interpersonal skills.
- ✓ Start concentrating on performance evaluation and financial motivation by disbursing rewards.
- ✓ Job rotation must be explicitly assigned.
- ✓ Develop a positive view on your obligations and employment.
- ✓ Equal pay for Equal work.
- ✓ Almost all healthcare professionals should participate in stress management programmes since they are under stress. As it stimulates the body and the mind, regular meditation and yoga practise is required of employees.

## CONCLUSION

Stress in the workplace has evolved into the century's greatest health threat. Other variables that lead to stress at work, besides job overload and time limits, include a lack of rewards and acknowledgment as well as, more importantly, denying workers the flexibility to carry out their jobs as they see fit. It's critical to frequently monitor stress-related problems at work. This study demonstrates that the moderate levels of job stress experienced by healthcare professionals in Theni District might have negative effects on both employees and employers. The origins and degrees of job stress experienced vary significantly among demographic groups. Today, stress is an unavoidable part of working in an organisation. It is important for healthcare organisations to understand the specific stressors and degree of stress they are producing in their surroundings in order to establish effective stress management techniques. According to this study, important stressors creating a moderate degree of workplace stress include role ambiguity, role conflict, working conditions, job discontent, social support, unfair management practises, and gender inequality. Healthcare facilities may create tailored methods to reduce workers' stress and protect them from its harmful consequences if they are aware of the origins and extent of workplace stress existing in the Theni setting, as documented by this study.

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