



A STUDY ON STRESS LEVEL AMONG ADMIN AND PARAMEDICAL STAFF IN A WELL REPUTED HOSPITAL, COCHIN.

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Abstract: Workplace stress can influence a health care professional physically and mentally by disturbing their efficiency and having a negative impact in their work life. The aim of the present study is to analyse if there is stress among the subjective population the factors of stress. The study took place from December 2019 to February 2020. Sample consisted of 214 professionals, (Admin & Paramedicals) for them a questionnaire was given evaluating the ratings of each factor which contributes to mental stress. In this study quantitative methodology was used. The result suggests that the hospital managers should emphasize a little more on the employee recognition part, hence it motivate employees and thus eliminating stress.

Index Terms - Stress, Health care, Admin & Paramedicals, Mental stress

1. INTRODUCTION

Stress is a feeling that people have when are overloaded and struggling to cope up their demands. These demands can be related to finance, work, relationships and other factors. Stress can be a motivator. It can be essential to survival. There are so many mechanisms which can tell us when and how to respond to danger. Sometimes when these mechanisms are triggered so easily, or when there are too many stresses at a time, it can undermine a person's overall health and can be harmful. Stress management is something which comprise lots of methods and techniques aimed at coping a person's stress usually for the motive of improving everyday functioning.

Stress produces numerous physical and mental symptoms which vary according to each individual situation factors. These include a physical health decline as well as depression. The process of stress management is named as one of the key to happiness and success. Although life shows numerous demands that can prove difficult to handle, stress management provides a number of ways to manage anxiety and maintain overall well being. Stress is often been thought as a individual experience, levels of stress are readily measurable using various physiological tests, similar to those used in polygraphs. Many practical stress management techniques are available, some for use by health professionals and some for others. Other stress reducing techniques include adding a daily exercise routine, spending quality time with family and pets, meditation etc. It is very important to keep in mind that not all techniques are going to work the same for everyone, that is why trying different stress management techniques are crucial in order to find what works best for you.

Evaluating the effectiveness of various stress management techniques can be difficult as limited researches currently exists. Consequently the amount and quality of evidence for the various techniques vary widely. Some treatments are accepted as effective, for use in psychotherapy while others with less evidence favoring them are considered as alternative therapies. Many professional organizations

exists to promote and provide training in conventional and alternative therapies. There are several models of stress management each with distinctive mechanism for controlling stress. Much more research is necessary to provide a better understanding of which actually operates and is effective in practice. Work stress among health care workers is an important concern due to its crucial benefaction in attaining maximum job output and optimal quality employment.

1.1 OBJECTIVES

The objectives of the study included:

- ✧ To study the overall stress at workplace.
- ✧ To examine the stress level admin and paramedical staff.
- ✧ To propose some measures to overcome the stress level.

2. LITERATURE REVIEW

According to Li-Ping Chou¹, Chung Yi Li, Susan C Hu² (2020) the study aimed to explore the prevalence and associated factors of burnout among five different medical professions in a regional teaching hospital. Participants a total of 1329 medical professional were recruited in a regional hospital with a response rate of 89%. These voluntary participants included physicians, nurses, technicians and admin staff. Primary and secondary outcome measures, demographic data, work hours, work shifts were obtained using a electronic questionnaire. Job strain and burnout were measured with two validated questionnaires.

According to David W Rees Ph.d¹, Cary L Cooper² (1990) the study analyzed the levels of occupational stress among 383 employees in various occupation in one health district, as a preliminary to devising a strategy to reduce the negative effects of stress in the workplace. While comparing with white collar and professional workers, health workers reported significantly more stress at work, higher ratings of physical and mental health, lower job satisfaction, reduced internal management though they use more coping strategies. Approximately one in eight of the subjects had stress symptoms of equal magnitude of patients attending clinical psychology, outside clinics. It was also found that job satisfaction and psychosomatic ill health were related to sickness among health employees. The implications of these findings and the consequent challenges facing health service managers were discussed.

According to Mary Loo Galantino¹, Michael Baime², Philip O Szapary³, John T Farrar⁴ (2005) work stress, burnout and diminished empathy are prevalent issues of health care professionals. Mindfulness meditation is one commonly used strategy to manage stress. Measuring the hormone salivary cortisol allows for the assessment of serum cortisol level, a known stress level indicator. The study evaluated the association of subject reported stress symptoms and salivary cortisol in health care professionals, in an eight week mindfulness meditation program with data collected prospectively at baseline and eight weeks after program completion.

3. METHODOLOGY

Sample: In statistics and quantitative research methodology, a sample is a set of individuals which are selected or collected by a defined procedure from a statistical population. Here the sample size for this study was 214 according to Morgan's table.

Population: The population included the working people of the hospital and it was around 480.

Target audience: Among the whole employees of the organization the study targeted only admin and paramedical staff.

Method of data collection: Questionnaires were used to collect data from the staff.

4. ANALYSIS

Graph 4.1 showing the average rate of engagement activities among admin and paramedical professionals

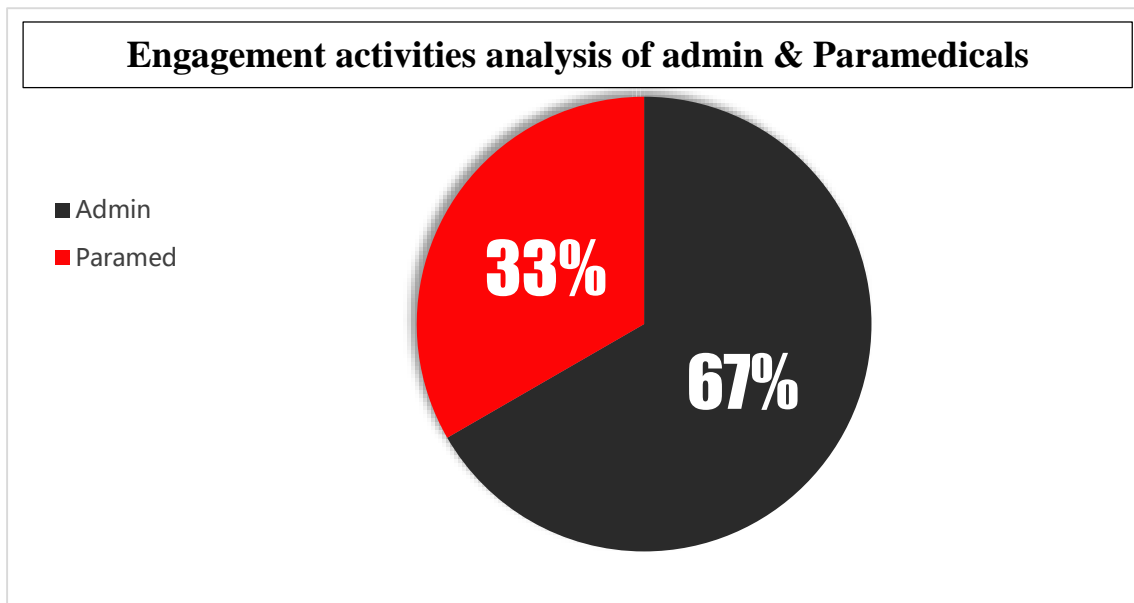
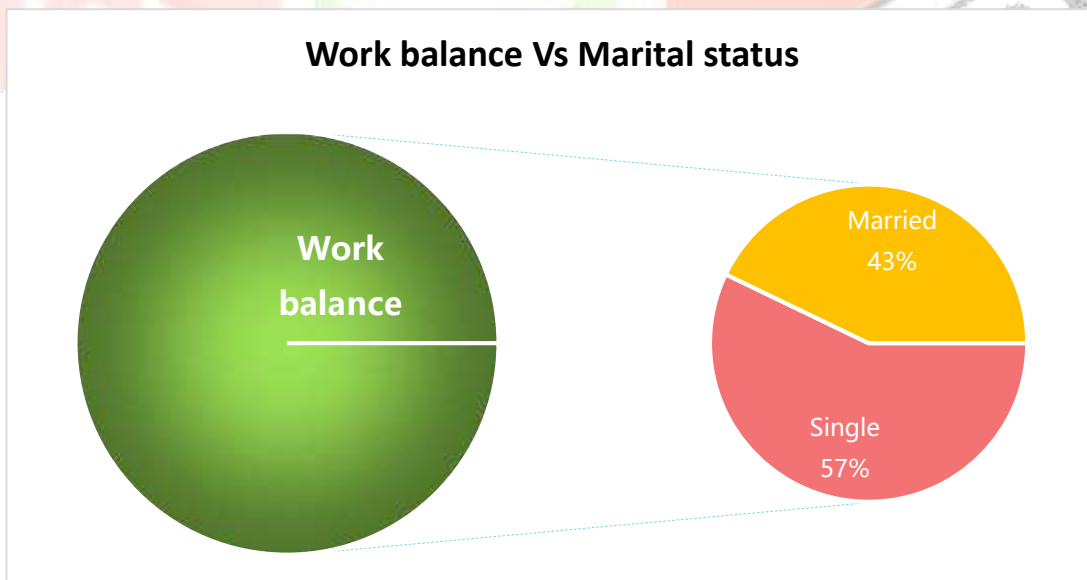


Chart 4.1

From the graph its found that majority of the admin category is enjoying the engagement activities, and there by reducing their mental stress.

Graph 4.2 showing the marital status and work balance of medical professionals of the hospital



From the graph it is clear that the employees those who are single or not married have a high level of work balance, which means that they are having less mental stress.

Table 4.3 showing the stress differences in the gender variable

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	276.595 ^a	34	.000
Likelihood Ratio	83.589	34	.000
N of Valid Cases	214		

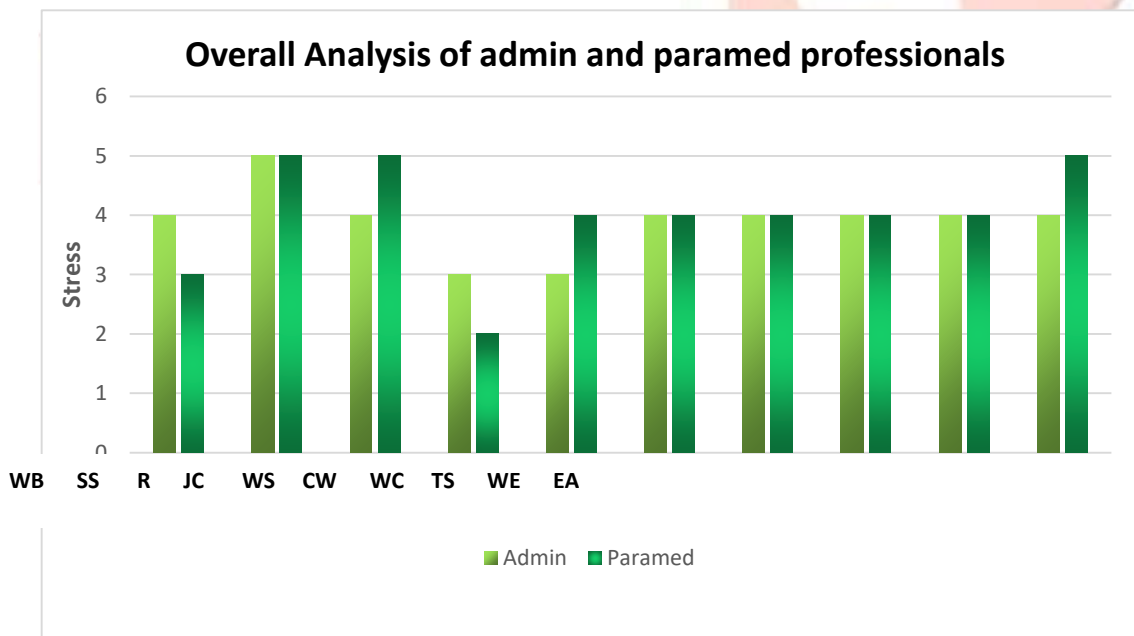
Chi-Square tests

H0 - There is no association between gender and stress.

H1 - There is association between gender and stress.

From the above table, as the significant value is .000 which is lesser than .05, hence we accept H1 and reject H0. Thus there is association between gender and stress.

Graph 4.4 showing the overall rating of stress factors



WB - Work balance, SS - Social status, R - Recognition, JC - Job change, WS - Work satisfaction, CW - Clarity of work, WC - Work culture, TS - Team spirit, WE - Work environment, EA - Engagement activities

From the graph it is clear that, both the admin and paramedical professionals are having mental stress, but in different ways.

5. FINDINGS

- ❖ The hospital employees are very happy with the management and the organization culture.
- ❖ Most of the employees are content with their job assigned and they have the freedom to request their senior for a job change.
- ❖ In general mental stress varies from employee to employee.
- ❖ But in case of gender variable it is found that females are having more mental stress than males.
- ❖ Also if we analyse the variable marital status, the employees who are not married found a good balance between their work life and personal life.
- ❖ On an average the admin people are facing more mental stress than paramedicals because sometimes they are following work from home policy.
- ❖ In a nutshell, stress is something which varies from person to person, but we can only reduce it to a certain extent.

6. RECOMMENDATIONS

- ❖ Workplace engagement activities can be included occasionally, for instance celebrating employee birthdays is a practice which is following by most of the organizations having high employee satisfaction rate.
- ❖ Recognition is a main thing which aids to employee motivation thus eliminating stress, that is it will be better to add spot recognition for employees from the head of the department.
- ❖ Each and every employee expects their senior to be a mentor or friend, that can be initiated in all departments of the hospital.

7. CONCLUSION

It is concluded that the study was conducted on the stress analysis of admin and paramedical professionals of the hospital. This in turn helped to understand the work pressure of an health care employee and how it can be eliminated to certain extent. The analysis and the suggestions will serve as a useful reference to the hospital for understanding their employee's stress inducing factors. This study might serve as a hint for future reference.

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