



OCCUPATIONAL STRESS AND JOB SATISFACTION OF GOVERNMENT AND PRIVATE HOSPITAL NURSES

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ABSTRACT:- The present study was undertaken to know the relationship between stress and job satisfaction among Government and Private Hospital nurses. 60 Male and 60 Female nurses were selected from the Government and Private Hospital in Pune district (Maharashtra) for the assessment of Stress and job satisfaction. The study revealed that there is negative high relationship between stress and job satisfaction among govt. hospital nurses and low relationship between stress and job satisfaction among private hospital nurses.

INTRODUCTION

Work is a most important mean for earning livelihood and social status and at the same time results in dissatisfaction and reduction in physical and mental energy of the individual (Levi, 1990). In the working environment the phenomena of stress and psychological pressure constantan indispensable part of the occupational life. Occupational stress has its root in job related experiences, though optimum amount of stress might stimulate an individual to increase and improve their actions, higher stress might bring opposite consequences Stress is a normal physical response to events that make you feel threatened or upset our balance in some way. When you sense danger – whether it's real or imagined – the body's defenses kick into high gear in a rapid, automatic process known as the-fight-or-flight|| reaction, or the stress response. The stress response is the body's way of protecting you. When working properly, it helps you stay focused, energetic, and alert. In emergency situations, stress can save your life – giving you extra strength to defend yourself,

for example, or spurring you to slam on the brakes to avoid an accident Stress is a fact of everyday life. When people reach out for help, they are often dealing with circumstances, situations, and stressors in their lives that leave them feeling emotionally and physically overwhelmed. Many people feel that they have very little resources or skills to deal with the high levels of stress they are experiencing. With the increase in urbanization, many cities around the world are experiencing a very rapid growth in the number of vehicles which lead to serious traffic congestion problems. To manage mobility within the city is a huge task on the administration that is grappling with traffic congestion and health hazards from pollution. To ensure a steady move on the traffic congestion, the traffic police have to work in the midst of hundreds of noisy and polluting vehicles throughout their working hours. It's a tough job, which has direct influence on their life as it is found that many traffic police suffer from critical respiratory problems, high blood pressure and gastric problems due to irregular food habits. Apart from this the major problem they face is stress. Stress is defined as a state of mental or emotional strain or tension resulting from adverse or demanding circumstances. The reasons for stress could be long working hours, irregular eating habits, sleepless nights, poor living conditions, ill treatment by seniors. Stress among policemen would manifest in the form of fatigue, depression, chronic headaches, irritability; swings in appetite or mood, low self-esteem, inability to concentrate and impulsive behavior. The broad objective of the present study is to understand the job-related stress of traffic constables. So that active measure can be taken to prevent work related stress disorders.

A] **STRESS:** The information in this manual has been compiled to provide information and education about stress, the effects of stress, and the most popular stress management and relaxation techniques that are being used today. This information could be helpful for people who want to learn how to react to stress in a more constructive, proactive way. The basic premise of this manual is that the benefits of stress reduction and relaxation techniques can be best noticed after they have been practiced regularly over a period of time. Although we all talk about stress, it often isn't clear what stress is really about. Many people consider stress to be something that happens to them, an event such as an injury or a job loss. Others think that stress is what happens to our body, mind, and behavior in response to an event (E.g. heart pounding, anxiety, or nail biting). While stress does involve events and our response to them, these are not the most important factors. Our thoughts about the situations in which we find ourselves are the critical factor. When something happens to us, we automatically evaluate the situation mentally. We decide if it is threatening to us, how we need to deal with the situation, and what skills we can use. If we decide that the demands of the situation outweigh

the skills we have, then we label the situation as “stressful” and react with the classic “stress response.” If we decide that our coping skills outweigh the demands of the situation, then we don’t see it as “stressful.” Stress can come from any situation or thought that makes you feel frustrated, angry, or anxious. Everyone sees situations differently and has different coping skills. For this reason, no two people will respond exactly the same way to a given situation. Additionally, not all situations that are labeled “stressful” are negative. The birth of a child, being promoted at work or moving to a new home may not be perceived as threatening. However, we may feel that situations are “stressful” because we don’t feel fully prepared to deal with them. Stress is a normal part of life. In small quantities, stress is good; it can motivate you and help you become more productive. However, too much stress, or a strong response to stress can be harmful. How we perceive a stress provoking event and how we react to it determines its impact on our health. We may be motivated and invigorated by the events in our lives, or we may see some as “stressful” and respond in a manner that may have a negative effect on our physical, mental, and social well-being. If we always respond in a negative way, our health and happiness may suffer. By understanding ourselves and our reaction to stress-provoking situations, we can learn to handle stress more effectively. In the most accurate meaning, stress management is not about learning how to avoid or escape the pressures and turbulence of modern living; it is about learning to appreciate how the body reacts to these pressures, and about learning how to develop skills which enhance the body’s adjustment. To learn stress management is to learn about the mind-body connection and to the degree to which we can control our health in a positive sense. **Types of Stressors:** Situations that are considered stress provoking are known as stressors. Stress is not always a bad thing. Stress is simply the body’s response to changes that create taxing demands. Many professionals suggest that there is a difference between what we perceive as positive stress, and distress, which refers to negative stress. In daily life, we often use the term “stress” to describe negative situations. This leads many people to believe that all stress is bad for you, which is not true. **Positive stress** has the following characteristics: Motivates, focuses energy, Is short-term, Is perceived as within our coping abilities, Feels exciting, Improves performance, **Negative stress** has the following characteristics: Causes anxiety or concern, Can be short or long-term, Is perceived as outside of our coping abilities, Feels unpleasant, • Decreases performance, Can lead to mental and physical problems. It is somewhat hard to categorize stressors into objective lists of those that cause positive stress and those that cause negative stress, because different people will have different perceptions and reactions to particular situations. However, by generalizing, we can compile a list of stressors that are

typically experienced as negative or positive to most people, most of the time. The term “stress”, as it is currently used was coined by Hans Selye in 1936, who defined it as “the non-specific response of the body to any demand for change”.

BJ OCCUPATIONAL STRESS: The term “stress”, as it is currently used was coined by Hans Selye in 1936, who defined it as “the non-specific response of the body to any demand for change”. Selye had noted in numerous experiments that laboratory animals subjected to acute but different noxious physical and emotional stimuli (blaring light, deafening noise, extremes of heat or cold, perpetual frustration) all exhibited the same pathologic changes of stomach ulcerations, shrinkage of lymphoid tissue and enlargement of the adrenals. He later demonstrated that persistent stress could cause these animals to develop various diseases similar to those seen in humans, such as heart attacks, stroke, kidney disease and rheumatoid arthritis. At the time, it was believed that most diseases were caused by specific but different pathogens. Tuberculosis was due to the tubercle bacillus, anthrax by the anthrax bacillus, syphilis by a spirochete, etc. What Selye proposed was just the opposite, namely that many different insults could cause the same disease, not only in animals, but in humans as well. Stress is the emotional and physical response you experience when you perceive an imbalance between demands placed on you and your resources at a time when coping is important. What this means is that you experience stress whenever you are faced with an event or situation that you perceive as challenging to your ability to cope. If you see the event or situation as only mildly challenging, you will probably feel only a little stress; however, if you perceive the situation or event as threatening or overwhelming your coping abilities, you will probably feel a lot of stress. Importantly, your perception of how negative an outcome could be will significantly determine what degree of stress you experience. So, having to wait for a bus when you have all the time in the world triggers only a little stress. Waiting for that same bus when you are running late for an appointment triggers much more stress. The difference between the demands of the situation and your perception of how well you can cope with that situation is what determines how much stress you will feel. The signs and symptoms of stress can range from a major physical crisis like a heart attack, to more minor symptoms like tiredness and disrupted sleep patterns. The more serious stress-related problems usually emerge in the context of prolonged periods of exposure to intense stress, For example Tiredness, fatigue, disrupted sleep patterns, Loss of appetite, overeating, indigestion •Constipation, diarrhea •Dry mouth feeling sad or upset, Loss of sense of humor, Poor concentration, memory lapses. Job satisfaction is simply how content an individual is with his or her job. At the more specific levels of conceptualization used by

academic researchers and human resources professionals, job satisfaction has varying definitions. Affective job satisfaction is usually defined as one one-dimensional subjective construct representing an overall emotional feeling individuals have about their job as a whole. Hence, affective job satisfaction for individuals reflects the degree of pleasure or happiness their job in general induces. Cognitive job satisfaction is usually defined as being a more objective and logical evaluation of various facets of a job. As such, cognitive job satisfaction can be one-dimensional if it comprises evaluation of just one aspect of a job, such as pay or maternity leave, or multidimensional if two or more facets of a job are simultaneously evaluated. Cognitive job satisfaction does not assess the degree of pleasure or happiness that arises from specific job facets, but rather gauges the extent to which those job facets are judged by the job holder to be satisfactory in comparison with objectives they themselves set or with other jobs. While cognitive job satisfaction might help to bring about affective job satisfaction, the two constructs are distinct, not necessarily directly related, and have different antecedents and consequences.

C] JOB SATISFACTION:

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SIGNS AND SYMPTOMS OF STRESS

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serious stress-related problems usually emerge in the context of prolonged periods of exposure to intense stress. ”. Selye had noted in numerous experiments that laboratory animals subjected to acute but different noxious physical and emotional stimuli (blaring light, deafening noise, extremes of heat or cold, perpetual frustration) all exhibited the same pathologic changes of stomach ulcerations, shrinkage of lymphoid tissue and enlargement of the adrenals. He later demonstrated that persistent stress could cause these animals to develop various diseases similar to those seen in humans, such as heart attacks, stroke, kidney disease and rheumatoid arthritis. **REVIEW OF LITERATURE**

The model was developed by Karasek (1979) and mentioned that the job demands and job control related to the occupational stress of the employees and then added another job component as work social support in 1980 and finally know as the model of JDCA model of karasek and Theorell (1990). Some of the issues relevant to the study of social support in the workplace are illustrated by the job demands, control model of stress (karasek & Theorell, 1990). The model predicts that high job strain results from the combination of low social support, high demand, and low control. Several authors have pointed out that the job demand, control and social support (JDCA) model of Karasek and Theorell (1990) is very suitable to study health care professionals. In addition, it has rarely been attempted to apply the Job demands, control and support model to the work situation of health care workers (de Jonge, Janssen & van Breukelen, 1996).The objective for the literature review was to examine the existing body of knowledge pertaining to stress and job satisfaction experienced by nurses. This literature review provided a greater understanding of the aforementioned concepts and occupation. It has also provided guidance and organization for the ideas and theories relating to stress and job satisfaction.

Job stress can result from series of factors. While job stress exists in all professions, health care professionals appear to be at particular risk because they face demands that those other occupations do not (Quine, 1998). Stress in nursing profession is one of the worldwide ongoing problems. Among all the health care professionals nurses have been found to have especially high level of stress (Bourbonnais, Comeau, Vezina, & Guylaine, 1998; Butterworth, Carson, Jeacock, White & Clements, 1999, Pal & Saksvik, 2008). Work place stress has effects on nurses physical and mental health (Burnardetal., 2000; Hannigan et al., 2000; Lambert et al., 2004a). Greenhaus and Parasuramana (1986) developed a work and non-work interactive model that explained stress as a psychological state in which a person is faced with demands, constrains, or opportunities with important but uncertain

outcomes. Historically, a large number of job characteristics have been proposed as stressors (Beher and Newman, 1978).

METHODOLOGY:

The Theoretical and empirical literature reviewed in the previous chapter underlined the need for assessing the stress and job satisfaction among nurses. The present study is designed as follows. **AIM:** The present study aims at examine the relationship between stress and job satisfaction among nurses. **VARIABLES:** 1.Independent Variable: Stress. 2. Dependent Variable: Job satisfaction. **HYPOTHESIS:** To examine the above objective the following hypothesis are used.

1. There will be a significant relationship in stress and job satisfaction among government hospital nurses.

2. There will be a significant relationship in stress and job satisfaction among private hospital nurses. **Sample:** The sample for the study is selected from government hospitals and private hospitals nurses in Pune district, Maharashtra State.

Gender	Age Range	Govt. Hospital Nurses	Private Hospital Nurses	Total
Male	25-50 years	30	30	60
Female	25-50 years	30	30	60
Total		60	60	120

Description of Tools: Occupational Stress Index ; By Shrivastava and Singh, (1981) A well developed and widely used occupational stress index (OSI) in the Indian context (Shrivastava and Singh, 1981) was chosen to assess the occupational stress of the sample. The questionnaire is consisted of 48 statements with five alternative responses, e.g. 5 strongly agree, 4 for mildly agree, 3 agree, 2 for disagree and 1 for strongly disagree. Total score on this scale is considered for the assessment of the occupational stress. More the score on this scale indicates more stress. **Stress Level Questionnaire:** The questionnaire developed by Dr. Latha sathish (1988) consists of 52 items arranged from Mild stress (least affecting the everyday affairs), moderate to severe stress. **Reliability and Validity:** The scale was tried out on a sample of 80 subjects. The item value was 0.86. A test reliability on a sample of 30 subjects was found to be 0.96. The content validity based on judges rating was 0.86. **Job satisfaction scale:** The questionnaire is developed by Dr. Amar Singh and Dr. T.R. Sharma, consists of 30 statements. **Reliability and Validity:** The test-retest reliability works

out to be 0.978 with N=52 and a gap of 25 days. The scale compares favorably with Muthayya's job satisfaction scale giving a validity coefficient of 0.743.

STATISTICAL ANALYSIS

A Spearman's (r) correlation method will be used to examine the relationship between Stress and job satisfaction among hospitals nurses.

Results and Discussion; The present study was aimed at studying the relationship between stress and job satisfaction of hospitals nurses based on the results of the Stress and job satisfaction Questionnaire. A Spearman's (r) correlation method was done to test the hypothesis.

Stress level and Job Satisfaction: The relationship in the Stress and job satisfaction among hospital nurses was examined using 'r' value

Table 1 showing that Co-efficient of correlation for the Govt. hospital nurses on Stress and job satisfaction.

Variable 1	Variable 2	Co-efficient of correlation	Level. Of. Sig
Stress	Job satisfaction	-0.70	Negatively High correlation



Table 2. showing that Co-efficient of correlation for the private hospital nurses on stress level and job satisfaction.

Variable 1	Variable 2	Co-efficient of correlation	Level of Sig

Stress	Job satisfaction	0.33	Low correlation
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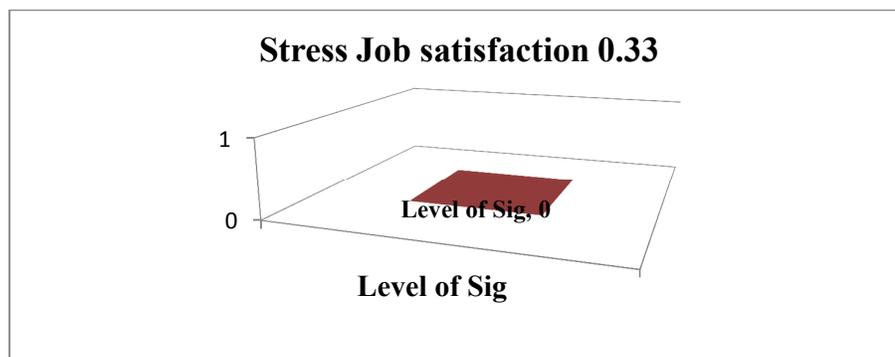
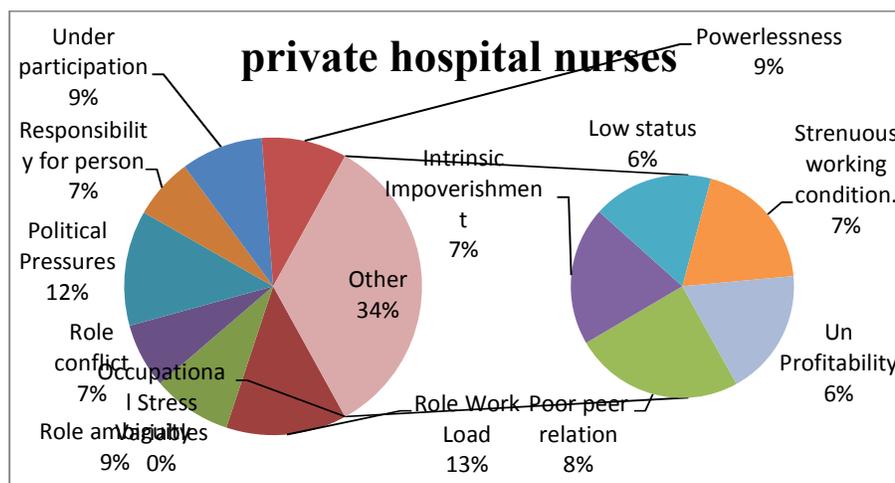


Table No. 3 Mean SD and ‘t’ value for the private hospital nurses and Government hospital nurses for 12 factors of occupational stress.

Occupational Stress Variables	private hospital nurses		Government hospital nurses		‘t’ Value	P
	M	SD	M	SD		
Role Work Load	17.19	4.04	16.44	3.64	1.64	NS
Role ambiguity	11.29	3.64	11.65	2.78	.92	NS
Role conflict	9.23	2.81	9.23	2.61	1.94	NS
Political Pressures	16.44	3.64	11.39	2.34	13.77	.01**
Responsibility for person	8.66	2.11	8.79	2.37	.50	NS
Under participation	11.65	2.78	9.69	2.61	6.10	.01**
Powerlessness	12.15	2.51	10.98	2.33	4.04	.01**
Poor peer relation	10.94	3.16	9.86	2.66	3.07	.01**
Intrinsic Impoverishment	8.93	3.32	7.51	2.72	3.90	.01**
Low status	7.77	2.40	7.03	2.00	2.78	.01**
Strenuous working condition.	8.64	2.20	7.51	2.72	4.59	.01**
Un Profitability	8.19	3.16	7.03	2.00	5.45	.01**

**** P<0.01 *P<0.05 NS = Not Significant**



The relationship between the stress and job satisfaction among private hospitals nurses was examined by using 'r' value. The obtained 'r' value is 0.33 shows low correlation. The present study showed that there is no relationship between the stress and job satisfaction among private hospital nurses. The present study not supports the second hypothesis.

CONCLUSION:

First, a larger sample should have been considered for the study, which would have facilitated a better understanding of the chosen population.

Secondly, the sample was taken from Govt. /Non Govt. Hospital in Pune. Hence the results can not be generalized to the larger population.

Finally, follow up studies could not be conducted.

Seven Tips for Stress Management:-The following 7 tips have been adapted from The American Psychological Association ("Check Out the Stress Tip Sheet", 2018) to support individuals in getting the best out of a stress management plan:

1] **Understand your stress;** How do you stress? This can be different for everybody. By understanding what stress looks like for you, you can be better prepared and reach for your stress management toolbox when needed.

2] **Identify your stress sources;** What causes you to be stressed? Be it work, family, change or any of the other potential thousand triggers.

3] **Learn to recognize stress signals;** We all process stress differently so it's important to be aware of your individual stress symptoms. What are your internal alarm bells? Low tolerance, headaches, stomach pains or a combination from the above 'Symptoms of stress'

4] **Recognize your stress strategies;** what is your go-to tactic for calming down? These can be behaviors learned over years and sometimes aren't the healthy option. For example, self-medicating with alcohol or overeating.

6] **Implement healthy stress management strategies;** It's good to be **mindful** of any current unhealthy coping behaviors so you can switch them out for a healthy option. For example, if overeating is your current go to, you could **practice meditation** instead, or make a decision to phone a friend to chat through your situation. The American Psychological Association suggest that switching out one behavior at a time is most effective in creating positive change.

7] **Make self-care a priority;** When we make time for ourselves, we put our well-being before others. While this can feel selfish to start, like the old plane analogy we must put our own oxygen mask on before we can help others. This is also true for effective stress management. The simplest things that **promote well-being**, such as enough sleep, food, downtime, and exercise are often the ones overlooked. Make time for you.

Ask for support when needed; If you're feeling overwhelmed reach out to a friend or family member you are comfortable talking to. Speaking with a healthcare professional is also an effective way of reducing stress, learning new strategies and preventing burnout

SUMMARY:

The present study was aimed at studying the relationship between stress and job satisfaction among hospital nurses. The subjects for the study consisted of Govt. and private hospital male and female nurses aged between 25 years to 50 years. 120 Nurses were administered the Stress level questionnaire. From the findings, it can be stated that there is a negatively high relationship between Stress and job satisfaction among Govt. hospital nurses but low relationship between stress and job satisfaction among private hospital nurses.

CONCLUSION:

1. Stress and Job satisfaction are negatively correlated among Govt. hospital nurses.
2. Low correlation among stress and job satisfaction among Private hospital nurses.
7. Limitations of the study:

First, a larger sample should have been considered for the study, which would have facilitated a better understanding of the chosen population.

Secondly, the sample was taken from Govt. /Non Govt. Hospital in Pune Hence the results can not be generalized to the larger population.

Finally, follow up studies could not be conducted.

Suggestions for further research

A] . Studies using these variables can also be conducted on different/heterogeneous groups.

B] A longitudinal study may be done on the Stress among Nurses.

C] . A larger sample can be considered for the study.

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