

Occupational Stress among Healthcare Employees

Mrs. Brindha A¹, Dr. Michael David Premkumar²

Research scholar¹, Department of Management Studies,

Bishop Heber College,

Affiliated by Bharathidasan University,

Tiruchirappalli, Tamilnadu, India.

Director², Department of Management Studies,

Bishop Heber College, Affiliated by Bharathidasan University,

Tiruchirappalli, Tamilnadu, India.

Healthcare sector:

Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance, and medical equipment. The Indian healthcare sector is growing briskly due to its strengthening coverage, services, and increasing expenditure by public and private players. India's healthcare delivery system is categorized into two major components - public and private. The country's healthcare sector has grown rapidly over the last 5 years, in particular, with a Compound Annual Growth Rate (CAGR) of approximately 22% since 2016. Healthcare has become one of the largest sectors of the Indian economy, in terms of both revenue and employment. In healthcare most services by nature are perishable and have to be utilised instantly, means that the employee has to be physically present to serve at the time the service is required (**Kirti Shivakumar & Veena Pujar 2017**) For employee work in the Hospital is more difficult to balance their profession and personal life.

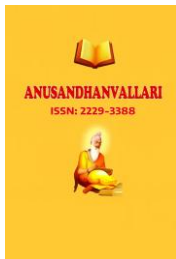
Stress:

Stress is how your brain and body respond to a challenge or demand. When you are stressed, your body releases chemicals called hormones. The hormones make you alert and ready to act. They can raise your blood pressure, heart rate, and blood sugar levels. This response is sometimes called a "fight or flight" response. Everyone gets stressed from time to time. There are different types of stress. It can be short-term or long-term. It can be caused by something that happens once or something that keeps happening.

Occupational Stress among healthcare employees:

Healthcare employees frequently affected from anxiety, depression, lack of skill, health related issues and so on. It may lead to dissatisfaction of work, burnout, psychometric problems.

The WHO is involved in a number of activities that addresses the health of workers in an integrated manner. The 60th WHO World Health Assembly, held in May 2007, approved the WHO Global Plan of Action on Workers' Health (2008-2017). This Action Plan has a number of objectives and stipulates that the workplace should not be detrimental to health and well-being and that primary prevention of occupational health hazards should be given priority. It further stresses that the workplace can serve as a setting for delivery of health promotion activities and



other essential public health interventions, and proposes to improve the assessment and management of health risks at the workplace by defining essential interventions for prevention and control of mechanical, physical, chemical, biological and psychosocial risks in the working environment.

work-related stress as one of the main causes of occupational ill-health. (Iavicoli, S.)

“Well into the third year of the COVID-19 pandemic, this report confirms that the levels of anxiety, stress and depression among health and care workers has become a ‘pandemic within a pandemic,’ said Jim Campbell, WHO Director of Health Workforce”.

Time management:

Time management is the process of organizing and planning how to divide your time between different activities. Get it right, and you'll end up working smarter, not harder, to get more done in less time – even when time is tight and pressures are high.

Long work hours may be associated with poorer life-style, higher stress, and lower quality of life among managers at the intermediate level.

Time management + Stress management = Work life balance

Work life balance:

Work-life is the state of equilibrium where a person equally prioritizes the demands of one's career and the demands of one's personal life. Some of the common reasons that lead to a poor work-life balance include increased responsibilities at work, long working hours, increase the Increased responsibilities at home.(Marisa 2023)

work life balance is the joint responsibility of the employer and also employees to ensure strong work-life balance that can bring in fruitful results to organisation as well as employees also (K.Thriveni Kumari 2015).

Review of Literature:

Mohammad Hossein Ebrahimi et al 2017 the results showed that a significant number of nurses suffered from stress. The 68% of the nurses reported medium-to-high degrees of stress. As well as, 35.6% of nurses' job satisfaction was very low and only 7.2% of them have been completely satisfied with their job. The 18.8% of nurses were fairly depressed and 31.2% of them stated that medium to sever anxiety. This results indicate that work-related stress was negatively associated with depression, job satisfaction and anxiety.

Mohajan, Haradhan (2012) nobody is free from stress and it is not harmful always. The small quantities, stress is good.it can motivate us and help us to become more productive, but too much stress or a strong response to stress can be harmful and affect the physical and mental health of the person.

The data shows that several occupations within the health care and service sector have a high exposure to psychosocial stressors. Nurses report a high stressor level on 10 out of 21 psychosocial stressors. Other occupations within the health sector like auxiliary nurse, and social workers also report high levels on several stressors. (National Institute of Occupational Health (NIOH), Norway)

D'Orsi, F. express that harassment and violence at work (including bullying) are therefore not included in the assessment process as other than indicators of dysfunctions in the work organisation. Besides identifying whether work-related stress is a problem in a specific organisation, the assessment process also helps employers to identify the corrective actions to improve work organisation and, consequently, eliminate or reduce work-related stress.

Objectives:

- To understand the nature of stress and its impact on health and behavior.
- To find out the role of demographic variables on organizational stress.
- To identify the mediating role of family support in the relationship between organizational stress and work-life balance on stress management.
- To give suggestions on how to overcome occupational stress.



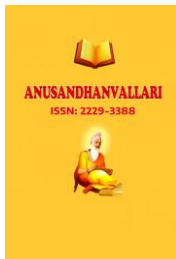
Data analysis and interpretation:

Frequency of depression due to work

S No	Depressed	No of respondents	percentage
1.	Never	2	2.4%
2.	Rarely	9	10.9%
3.	Sometimes	28	33.7%
4.	Often	33	39.7%
5.	Always	11	13.3%
	Total	83	100

This table shows that 13.3 percent of the respondents are always depressed due to work, 39.7 percent of the respondents are depressed often 33.7 percent of the respondents are depressed sometimes,

- A demographic questionnaire was used to collect the demographic data. The questionnaire included questions about age, gender, marital status, types of employees, education level, type of work shift, work unit, work experience, working hours, number of days.



Findings:

- ❑ 65% of participants are still doing their hobbies and other activities besides their jobs. People must leave some space to do what they like and enjoy their hobbies; it gives them positive energy, renews their power to work, and provides the best practice.
- ❑ First-line employees (Doctors, Nurses 72%) area feel depressed due to work overload.
- ❑ Almost half 53% of our participants somewhat agreed that they negatively changed their behavior when under pressure to meet deadlines at their work.

Suggestions for employees:

- To manage time & Set priorities and organized
- To Identify time wasters that are consuming their time, and energy upon their prime time
- Social networking.
- Take occasional leave, holidays, and long weekends for rejuvenation.
- Take help from counselors and attend seminars, workshops, undergoing short-term courses, personality development programs, time management programs and so on.
- To Develop positive attitude by looking in to the bright side of every problem and so on.

Suggestions to Organizations

- Flexible working time, Shift Working.
- Facilities like Leave, Child Care, Job Sharing, Part-time employment, compressed weeks, and sabbatical leave for doctors for pursuing higher studies and looking for better employment elsewhere.
- To create a better Working Environment and Training Programs.
- Opportunity for Growth and Advancement
- Avoid Long Working Hours

Limitations

Having a small sample size means our study has less statistical power. We had a small sample size because the hospital we studied only allowed a certain number of people to be surveyed. People could not be reached while working hours, therefore limiting access to people.

Conclusion

People spend much of their time at work, and the work environment substantially impacts their health. Stress can also contribute to other mental and physical health problems; therefore, mental health is public health. The mental health burden of work stressors and pandemics deserves as much attention as its physical toll. In conclusion, we can understand that depending on their job title and education level, we can regulate and cope with stress differently. We can understand that healthcare workers can feel pressure in their work environment and several coping strategies can be implemented to reduce work-related stress.



References

- [1] Rachel G. Baskin, MSN, RN, CPN¹ and Robin Bartlett, PhD, RN² COVID-19 and Work climate impact on Health Care Workforce Wellbeing: Moral Resilience and Mental health among nurses for Quality Health Outcomes in Indian Health care settings.
- [2] Sharla Drebit ,Salomeh Shajari, Hasanat Alamgir, Shicheng Yu & Dave Keen Occupational and environmental risk factors for falls among workers in the healthcare sector Pages 525-536 | Received 12 Jun 2009, Accepted 26 Nov 2009, Published online: 22 Mar 2010., <https://doi.org/10.1080/00140130903528178>
- [3] Milad Abbasi, Ahmad Mehri, Mahsa Hami , Mehdi Raei and Mohammad Hossein Ebrahimi Relationship Between Job Stress and Anxiety, Depression and Job Satisfaction in Nurses in Iran Mohsen Poursadeghiyan, , Department of Ergonomics, School of Rehabilitation.
- [4] Mohammad Hossein Ebrahimi, Department of Occupational Health, School of Public Health, Shahroud University of Medical Sciences, Shahroud, Iran 2349., Relationship Between Job Stress and Anxiety, Depression and Job Satisfaction in Nurses in Iran., *The Social Sciences* 11 (9): 2349-2355, 2016, ISSN: 1818-5800 © Medwell Journals, 2016
- [5] Vancevich et al. 1983, Health Impact of Psychosocial Hazards at Work: An Overview STRESS DIAGNOSTIC SURVEY (SDS)
- [6] Mohajan, Haradhan (2012): *The occupational stress and risk of it among the employees*. Published in: *International Journal of Mainstream Social Science*, Vol. 2, No. 2 (31 December 2012): pp. 17-34.
- [7] D'Orsi, F. Interregional working group coordinator, Italy surveillance of occupational health and safety in Norway: experiences with establishment of a national surveillance system Sterud, Tinter-regional guidelines for assessment and management of work-related stress.
- [8] Rula Nicolas, Francisca Velazquez, A Pilot Study to Assess Work-related Stress among Healthcare Professionals at a Community Clinic in North San Diego County., 4/27/2021