

AN EMPIRICAL STUDY ON JOB STRESS OF DOCTORS IN PUBLIC SECTOR HOSPITALS, BANGALORE

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Abstract—Job stress is common among all the healthcare professionals as well as doctors working in the public sector hospitals. Stress in doctors can result in multiple negative values. The purpose of this study is to explore the status of job stress of doctors in the public hospital and factors answerable for the job stress in hospitals. Stress experience at workplace can have contrary outcomes for the wellbeing of doctors in hospitals. Job stress in doctors has huge impact on the productivity in the public hospitals. A group of 200 doctors was approached for the study. The initial phases of the research involved the simple random method and to extend the further study few set of questioners were developed, incorporating additional items based on the result of qualitative parts of study, and on previous research finding in the same area. ANOVA technique is used for data analysis. The research concluded that deadline pressure, work overload, long working hours, etc. were major factors and most responsible for job stress of doctors in public sector hospitals. Also, most of the respondents thinks that meditation can reduce the stress at job place when compare to other factors as well as proper shift management will reduce the burden upon doctors and improve effective treatments.

Keywords—Health Care, Job Stress, Public Hospitals, Shift Management, Working Environment.

INTRODUCTION

Stress might be an inclination of enthusiastic or physical strain. It will come back from any occasion or imagined that makes you are feeling annoyed, furious, or anxious. Stress is your body's response to a test or request. Quickly blasts, stress is regularly positive, as once it encourages you maintain a strategic distance from peril or meet a point. Anyway, once stress goes on for an all-encompassing time, it should harm your wellbeing.

Job stress is laid out on the grounds that the unsafe physical and passionate reactions that happen once the needs of the obligation do not coordinate the abilities, assets, or wants of the representative. Employment stress will bring about unforeseen weakness and even injury.

Job stress is usually mistaken for challenge, anyway these thoughts do not appear to be identical. Challenge invigorates United States of America mentally and truly, and it spurs United States of America to be told new aptitudes and ace our employments. When a test is met, we will in general feel loose and upbeat. Along these lines, challenge is an essential element for solid and profitable work. The significance of challenge in our work lives is maybe what people are bearing on after they state "a touch of pressure is decent for you.

Things is diverse the test has become work requests that cannot be met, unwinding has gone to weariness, and a method of fulfilment has become sentiments of stress. To put it plainly, the stage is prepared for unhealthiest, injury, and employment disappointment.

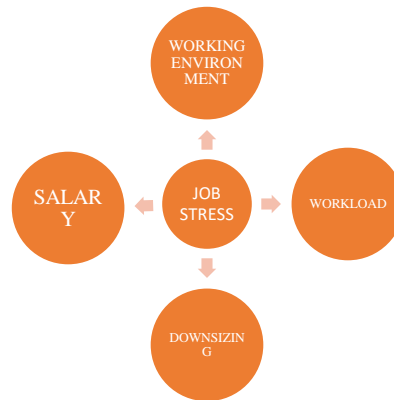


Figure 1: Factors of Job Stress

SOURCES OF STRESS IN HEALTHCARE PROFESSIONALS

The Job: Workload, Time pressure, Administrative commitments, Sleep difficulty, No standard dinners, Threat of carelessness.

The Organization: Career structure, Career weaknesses, Inadequacy of benefits and staff, Lack of senior assistance, Culture, and air of the affiliation.

The Doctor Personality: (for instance Strong and non-intense), High demands on self just as others, dealing with death and failing miserably, Confrontation with eager and physical torture

Relationship with others: Staff difficulty, Professional disconnection, patient is wants and demands, level of help from friends and family.

Work-life balance: Stress over edge from work to home and the opposite way around, Lack of movement and other unwinding works out, nonattendance of recreation time, Home solicitations, Disruptions to open action.

PRIMARY CAUSES OF JOB STRESS

In the NIOSH model, stressful job conditions include the structure of assignments, the board styles, relational connections, work jobs, vocation concerns and natural concerns.

The Design of Tasks. This alludes to the exercises exhausted performing expressions the obligation. A few undertakings that might be eminently harrowing square measure crucial choices (for example crisis clinical labourers or cops), over the top multifaceted nature and bunches of various decisions (for example nursing and patient consideration) , disappointment as well as verbosity (for example mechanical plant line labourers) and over the top time earnestness among phantasmagoria desires.

The board vogue: shortage of cooperation in higher subjective procedure by staff, helpless correspondence and helpless family-accommodating strategies will expand work pressure.

Interpersonal Relationships: A shortage of approving associations with bosses and partners will build work pressure this may play move into power battles among staff and the executives, segregation, or provocation inside the topographical point.

Work Roles: Conflicting or uncertain occupation desire, having an unnecessary measure of obligation (or insufficient) and having to a few "caps to wear".

Carrier issues: a shortage of chance for development or headway will expand work pressure. Changes inside the geological point and employment frailty are profession gives that may expand by and large work pressure.

Natural Conditions: Dangerous and unwanted situations will put pressure on staff and increment work pressure. For instance, some work could likewise be presented to shouting or tainted conditions which will expand work associated pressure.

NEED FOR THE STUDY

Job stress is a major hazard for many Doctors. There are several factors which contribute to a job stress like increase workloads, downsizing, overtime, work environment etc. Job stress in

Doctors are at particular risk of stress which influence the working condition of government hospitals. Job stress in limited quantity is beneficial to the hospitals to achieve organizational goals. This study is to investigate the factors which provide job stress to the doctors working in government hospitals across the Bangalore region.

Job stress can affect the level of productivity in hospitals. This study can help them to overcome key hurdles related to job stress of Doctors and improve the working conditions of the hospitals by providing the proper solutions in hospital. This study helps to investigate the external and internal factors which are causing the job stress among the doctors in government hospitals across the Bangalore region.

LITERATURE REVIEW

The survey of writing gives a premise to future examinations, legitimizes the prerequisite for replication, tosses lightweight on the achievability of the investigation, demonstrates limitations of information combination, and assists with relating discoveries of 1 investigation to an alternate. It additionally helps to determine a comprehensive body of knowledge base during a skilled discipline from that valid pertinent theories could also be developed. In context of this study, Literature associated with activity stress of doctors are reviewed.

Khosa and others (2014) investigated the effect of job stress and burnout on employee job execution in rustic essential social insurance offices. The outcomes showed that there was a negative connection between job stress and execution, and burnout and execution of attendants in provincial centers. Medical caretakers experienced significant levels of stress and the primary driver were work over-burden, time weight, and absence of social help, understaffing, job uncertainty, just as managing seriously sick or dying patients.

Tulasi Das & Vijayalakshmi (2013) investigated the job stress level among human services laborers. They found that the representatives of the chosen emergency clinics encountered a high level of stress. The representatives experienced stress because of job over-burden, nonsensical gathering and companion pressure was bringing about expanded under cooperation, poor friend connection and a feeling of brought down status. They point that because of companion pressure the certainty and confidence of the workers was low. Low status and demanding working conditions were the significant wellsprings of stress. Over the top remaining burden and constrained compel lead to job disappointment and high enthusiastic fatigue among the workers.

Malik N (2011) considered occupation stress experienced by private and open part bank laborers. The examination shows that activity stress is found higher among private bank agents stood out from open bank laborers. The revelations revealed that activity overweight, work authority; work battle and nonappearance of senior level assistance are the tremendous contributory components of occupation stress. Additionally, it has been perceived that bank delegates can't deal with the expense of a chance to loosen up and "wind down" when they are gone up against with work collection, isolation, inclination, task and conflicting tasks.

Manisha and Sharma (2010) inspected the impact of emergency hospital working environment factors on work contribution among human services representatives at the paramedical levels in open medical clinics. The example comprised of 200 paramedical medicinal services workers, from a clinical school 54 partnered showing emergency clinic and non-showing open medical clinics. Results showed cooperation in dynamic, inventive practices, saw hierarchical help and job adequacy were diverse in the instructing and nonteaching medical clinics. They set that „innovative practices“ was a positive indicator of employment association.

Viljoen, J.P., and Rothmann, S.8 aimed is reviewing and examining the relationship between “job stress, ill health and organizational commitment” (2009). The results were that legitimate stressors contributed inside and out too wiped out prosperity and low progressive obligation. Stress over business dependability added to both physical and mental wiped out prosperity. Low individual promise to the affiliation was foreseen by five stressors, to be explicit work-life balance, over-trouble, control, work perspectives and pay.

Pal, S., and Saksvik, P.18 In their article named "Work-family strife and psychosocial workplace stressors as indicators of occupation worry in a culturally diverse examination" (2009) coordinated an examination on work weight on 27 Norwegian pros and 328 clinical chaperons and 111 Indian experts and 136 specialists. The result was that work-family conflict was not farsighted of occupation stress in Norwegian experts, anyway work-family battle, high business demands, and low flexibility in working hours anticipate work stress in Norwegian clinical overseers. For the Indian

model, work pressure was foreseen by high family-work battle and low social assistance in clinical guardians and low business control in masters. Subsequently, it is apparently covering and a couple of differences in social orders while considering the activity of solicitations, control, support, and flexibility in envisioning strain.

Richardson, K. M., and Rothsetin, H.R. 17 in their article named "Impacts of employment stress the executives intercession programs" (2008) they gave an exploratory study of pressure the board interventions, using meta-assessment methodologies. The results moreover revealed that loosening up interventions were the most unending sort of intercession. Further, there were a few weight interventions focused on the legitimate level. Continuously unequivocal results also indicated that mental direct interventions conveyed greater effects than various types of mediations.

Richard S De Frank and John M Ivancevich (2008) have given their opinion on Stress on the Job: An Executive Update". The quickened and boisterous pace of present-day ways of life has been prompting incessant and extraordinary 32 pressure. A few wellsprings of stress –, for example, down estimating savagery, innovation, and decent variety are a piece of current business condition. The board needs to consider the impacts of work environment stress. Associations ought to know about the effect of weight on their officials and their profitability. If they neglect to perceive, at that point they are at extraordinary hazard. Layoffs among administrators can expand tension and cause decline in execution. Directors must know as how to adapt to pressure. Else it will bring about decreased efficiency, poor specialist spirit and expanded lawful costs. At the point when consideration is paid to the two officials and the employments they are to do, it will give advantages to the soundness of both the laborers and the association too.

OBJECTIVES OF THE STUDY

1. To understand the working condition of Doctors in Government Hospital.
2. To analyze the various factors contributing to the Doctor's Job Stress.
3. To study the measures taken to overcome the job stress.

LIMITATION

1. Due to limited time and issues of the hospitals administrative, the samples size had to be restricted.
2. The sample size was limited to 200.
3. Due to covid-19 outbreak could not interview the doctors personally.

RESEARCH METHODOLOGY

An empirical revision is conducted by both primary and secondary source. The study helps to know the factors responsible for job stress of doctors working in public hospitals. And found the various factors to overcome the job stress in the public hospitals.

As per the methodology 200 sample respondent's data has been collected and performed analysis using the analytical software i.e. SPSS. The secondary data is composed through other journals, articles, case studies, newspapers, and internet sources. Likert scale technique is used in questionnaire and through convenience sampling with 5-7 scales. The questionnaire measured the factors contributing job stress and the factors helps to overcome the stress. Data collection is done using Google forms and analysis carried out using SPSS. The Percentage analysis, and ANNOVA test were done to study job stress in Doctor of Public hospitals in Bangalore. Based on the analysis suggestions and conclusions were provided for future research.

HYPOTHESIS

H_0 = There is no significant difference between job stress of doctors and factors contributing job stress.

H_0 – There is no significant difference between job stress of doctors and factors adopted to overcome job stress.

Based on the literature review the above hypotheses are framed for the future data analysis.

DATA ANALYSIS

Table 1: Summary of Demographic Variables

<i>Demographic variables</i>		<i>Percentage</i>
Gender	male	24.50%
	female	75.50%
Total		100
Age group	21-30	19.5%
	31-40	62.5%
	41-50	17%
	51-60	1%
	Total	100
Marital status	Married	71%
	Unmarried	26%
	Divorced	1.5%
	Widow	1.5%
	Total	100
Income		
	Less than Rs.30,000/-	11%
	Rs.30,000-Rs.39,999/-	46.5%
	Rs.40,000-Rs.49,999/-	33.5%
	Rs.50,000-Rs.59,999/-	9%
	Rs.60,000-Rs.69,999/-	0
	70,000 and above	0
Total		100

Inferential Statistics: Testing of Hypotheses

ANOVA ANALYSIS FOR FACTORS CONTRIBUTING JOB STRESS AMONG DOCTORS.

(Age with factors contributing stress)

Table 2: ANOVA analysis for insignificant values, age with factors contributing stress

ANOVA						
		<i>Sum of square</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Work overload	Between Groups	8.800	3	2.933	2.659	.049
	Within Groups	216.195	196	1.103		
	Total	224.995	199			
	Between Groups	14.335	3	4.778	4.667	.004

Long Working hours	Within Groups	200.660	196	1.024		
	Total	214.995	199			
Frequent call duties	Between Groups	13.496	3	4.499	3.999	.009
	Within Groups	220.504	196	1.125		
	Total	234.000	199			

INTERPRETATION

H₀ – There is no significant difference between job stress of doctors and factors contributing to stress

- From the above table we can conclude that significance values are lesser than 0.05
- Hence, we have not violated the assumption of homogeneity of variance.
- There is significant difference between job stress of doctors and factors contributing to stress. Hence the null hypothesis is rejected.

Income of the doctors with factors contributing stress

Table 3: ANOVA analysis for significant values of income of the doctors with factors contributing stress

ANOVA						
		<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Patient expectation	Between Groups	16.498	3	5.499	4.393	.005
	Within Groups	245.377	196	1.252		
	Total	261.875	199			

INTERPRETATION

H₀ – There is no significant difference between job stress of doctors and factors contributing to stress

- From the above table we can conclude that significance values are less than 0.05
- Hence, we have not violated the assumption of homogeneity of variance.
- There is significant difference between job stress of doctors and factors contributing to stress. Hence the null hypothesis is rejected.

Table 4: ANOVA analysis for insignificant values of income of the doctors with factors contributing stress

ANOVA						
		<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Deadline pressure	Between Groups	11.878	3	3.959	3.134	.027
	Within Groups	247.622	196	1.263		
	Total	259.500	199			
	Between Groups	8.755	3	2.918	3.803	.011
	Within Groups	150.425	196	.767		

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Accident or death at workplace	Total	159.180	199			
Work overload	Between Groups	11.924	3	3.975	3.656	.013
	Within Groups	213.071	196	1.087		
	Total	224.995	199			

INTERPRETATION

H₀ – There is no significant difference between job stress of doctors and factors contributing to stress

- From the above table we can conclude that significance values are lesser than 0.05
- Hence, we have not violated the assumption of homogeneity of variance.
- There is significant difference between job stress of doctors and factors contributing to stress. Hence the null hypothesis is rejected.

ANOVA ANALYSIS ON FACTORS ADOPTED TO OVERCOME JOB STRESS.

Age with factors overcome stress

Table 5: ANOVA analysis for insignificant values of age with factors overcome stress

ANOVA						
		<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Prayer	Between Groups	11.073	3	3.691	5.134	.002
	Within Groups	140.907	196	.719		
	Total	151.980	199			
Meditation	Between Groups	12.159	3	4.053	4.435	.005
	Within Groups	179.121	196	.914		
	Total	191.280	199			
Smoking	Between Groups	46.424	3	15.475	7.871	.000
	Within Groups	385.331	196	1.966		
	Total	431.755	199			

INTERPRETATION

H₀ – There is no significant difference between job stress of doctors and and factors adopted to overcome job stress.

- From the above table we can conclude that significance values are lesser than 0.05
- Hence, we have not violated the assumption of homogeneity of variance.
- There is significant difference between job stress of doctors and and factors adopted to overcome job stress. Hence the null hypothesis is rejected.

FINDINGS AND CONCLUSION

- During the study I have found that there are highest respondent doctors are in age group 31-40. The total number of doctors in the age group 31-40 are 125 out of 200. And most of the doctors are married with the 71%.

- Most of the doctor's income is around Rs30, 000/- to Rs39, 000/- with the total of 93 out of 200. During the study I found that the income of the doctors depends on the experience and the specialization of the doctors.
- From the above study I have found that there are several factors responsible for the stress in the doctors especially in the government hospital.
- By performing the analysis, I have found that the respondents of age group 31-40 experiences more stress due to deadline pressure given in the hospital and due to the work overload in the hospitals.
- Age group of 31-40 agrees that the job stress in the hospital is caused due accident and deaths in the workplace.
- The analysis was performed to know how to overcome the job stress in the hospital we have found that age group of 31-40 thought that exercise can reduces stress at the job place
- Most of the respondents thinks that meditation can reduce the stress at job place when compare to other factors.

SUGGESTION FOR THE HOSPITALS

Following are the recommendation that has to be followed by the hospital management to decrease the job stress among the doctors in government hospital

- The management has to increase more number of doctors to avoid the work load in the hospital.
- The management has to provide good salary package to the doctors so that they can work with satisfaction.
- The management has to provide a good working environment to the doctors so that they can have a peace of mind to work in the hospitals.
- The management has to provide the good infrastructure in the hospital and the technologically the hospital should upgrade for the effective treatment in the hospital. Most of the government hospitals doesn't have good infrastructure facilities.
- The management should follow some coping strategies like holiday package with friends and family. So that will help to reduce the job stress among the doctors in government hospitals.

CONCLUSION

Based on the findings of the study there are few key points that has to be concluded. Doctors in the government hospitals experiences more stress when compare to other professionals in the health care sectors because the doctors as to see all the patients. And they have to identify the problems what the patients are suffering from.

So, it is important to identify the factors which are responsible for job stress. The research was conducted and found that deadline pressure, work overload, long working hours, and etc... are factors which are most responsible for the job stress in the hospitals. There should be a less workload given to the doctors so that they can have a stress-free mind.

Working hours should be maintained. Working hours should be equally divided among the doctors so that there will be less stress. The number of work hours should be allotted by the management and there should be two shifts i.e., day and night.

The hospital management should take effective measures to overcome stress among the doctors in the government hospitals. Because the life of the human being depends on the doctors. Stress in the doctors will have many effects like the doctors can mistreat the patient.

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