

EMPLOYEES PERCEPTION TOWARDS THE JOB STRESS OF PRIVATE HOSPITAL IN CHENNAI

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Abstract

Headaches are symptoms of many medical disorders. When they occur in the absence of other symptoms, however, they may be classified as stress-related. Descriptive research has been undertaken. The population under study was comprised of employees working in Private sectors of hospital in Chennai. In this study, a sample of 384 employees, using the formula, had participated. It is found that the male and female employees are having similar level perception towards the stress of the Private hospital. It is found that 41 to 50 years old employees are having higher level of perception towards the stress of the Private hospital. But, below 30 years old employees are having the least level of perception towards the stress of the Private hospital.

Keywords: Employee, job stress, hospital and Chennai

Introduction

According to Irene (2005) job stress is a pattern of reactions that occurs when workers are presented with work demands that are not matched to their knowledge, skills or abilities, and which challenge their ability to cope. Increased job stress is accompanied with reduced performance and job satisfaction, which finally leads to lower productivity of individuals and increased costs incurred by the organization, Munich Personal (2008).

The results showed that the mean productivity score in shift workers was significantly lower than that of fixed day workers, which was in line with the results of other studies Jena (2012), Moradi et al., (2014). This decline may be due to factors such as health problems,

impaired social life, sleep disorders, and circadian misalignment during shift work Folkard (2003). Wainwright and Calnan., (2000) showed that there was a significant negative relationship between role ambiguity and productivity such that increased role ambiguity would cause reduced productivity in individuals. Role ambiguity is a state during which individuals have no clear and direct understanding about their roles in the organization.

Statement of problem

Stress contributes to decreased organizational performance, decreased employee overall performance, high error rate and poor quality of work, high staff turnover, and absenteeism due to health problems such as anxiety, emotional disorder; work life imbalance ; depression and other forms of ailments such as frequent headache; obesity and cardiac arrests.

Review of literature

Beheshtifar and Nazarian (2013) it is an unavoidable consequence of modern living. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. They have touched almost all professions, starting from an artist to a surgeon, or a commercial pilot to a sales executive.

Akingunola and Adigun (2010) confirms the existence of stress causing factors in the Nigerian banking sub-sector with higher level of stress found among the executive than the non-executive. The issue of job stress among Nigerian bank workers could be better addressed if the factors responsible for such stress were properly identified and evaluated. The question of how job stress affects workers' performance is a relevant one given the nature of today's banking environment and the challenges faced by Nigerian workers.

Research Methodology

Descriptive research has been undertaken. Research Methodology has adopted primary research tools for fulfilment of objectives of Research. The population under study was comprised of employees working in Private sectors of hospital in Chennai. The method chosen for sampling was stratified random sampling in which subjects were selected based on the proposed regions in Chennai. In this study, a sample of 384 employees, using the based on formula, had participated. The method of data collection is based on the different questionnaires and one demographic questionnaire, which encompasses the survey used in this study. Data have been collected from individuals through personnel survey. Further, T-test and ANOVA were applied.

Analysis and interpretation

Table 1 Stress and gender

Gender	Mean	S.D	t-test Result	
			t – Value	P – Value
Male	2.94	0.60	1.335	0.248 (NS)
Female	2.99	0.40		

Source: Primary data computed; NS-Non significant

Table 1 indicates the employee opinion towards the stress of the Private hospital based on the gender of the employees. Mean and standard deviation values are calculated based on the gender. It is noted that the female employees are highly rated the stress of the Private hospital (2.99) than the male employees. The standard deviation values indicated that there is no much variation among the male and female employees towards the stress of the Private hospital. Hence, it is hypothesized as follows.

H_0 : There is no difference of opinion towards the stress of Private hospital based on gender of the employees

Independent sample t-test is executed to examine the above stated hypothesis. The calculated p-value is 0.248, which is not significant. Hence, the stated hypothesis is accepted. It is found that the male and female employees are having similar level perception towards the stress of the Private hospital.

Table 2 Stress and age

Age	Mean	S.D	ANOVA Result	
			F – Value	P – Value
Below 30 years	2.70	0.58	19.330	0.001*
31-40	3.06	0.48		
41-50	3.09	0.51		
Above 50	2.84	0.38		

Source: Primary data computed; *Significant at one percent level

Table 2 depicts the employee opinion towards the stress of the Private hospital based on age group of the employees. Mean and standard deviation values are calculated based on the age groups. From the mean value, it is noted that the 41 to 50 years old employees are highly rated the stress of the Private hospital (3.09) followed by 31 to 40 years old employees (3.06), above 50 years old employees (2.84) and below 30 years old employees (2.70). From the standard deviation value, it is inferred that the employee opinion towards the stress is not varied across the age groups of the employees. Hence, it is hypothesized as follows.

H_0 : There is no difference of opinion towards the stress of Private hospital based on age group of the employees.

In order to examine the above stated hypothesis, one way analysis of variance is executed. The calculated p-value is significant at one percent level. Hence, the stated hypothesis

is rejected. It is inferred that the employee perception towards the stress of the Private hospital is significantly varied among the different age groups of employees. It is found that 41 to 50 years old employees are having higher level of perception towards the stress of the Private hospital. But, below 30 years old employees are having the least level of perception towards the stress of the Private hospital.

Table 3 Stress and education

Education	Mean	S.D	ANOVA Result	
			F – Value	P – Value
Graduate	2.81	0.51	17.286	0.001*
Post graduate	3.17	0.47		
Professional	2.85	0.57		
Others	2.96	0.47		

Source: Primary data computed; *Significant at one percent level

Table 3 portrays the employee opinion towards the stress of the Private hospital based on the employees educational qualification. Mean and standard deviation are calculated for each group. From the mean value, it is observed that the post graduates highly rated the stress of the Private hospital (3.17) followed by others like diploma holders (2.96), professional (2.85) and graduates (2.81). The calculated standard deviation values inferred that the employee opinion towards stress is almost similar level across the various educational qualification of the employees. So, it is hypothesized as follows.

H_0 : There is no difference of opinion towards the stress of Private hospital based on educational qualification of the employees.

To test the above stated hypothesis, one way analysis of variance is applied. The calculated p-value is 0.001, which is significant at one percent level. Hence, the stated hypothesis is rejected. It is inferred that the employee opinion towards the stress of the Private hospital is

significantly varied among the various educational group employees. It is found that the post graduates highly perceived the stress of the Private hospital. But, graduates are having the least level of perception towards the stress of the Private hospital.

Table 4 Stress and marital status

Marital status	Mean	S.D	t-test Result	
			t – Value	P – Value
Married	3.05	0.49	34.325	0.001*
Unmarried	2.80	0.55		

Source: Primary data computed; *Significant at one percent level

Table 4 explains the employee opinion towards the stress of the Private hospital based on the marital status of the employees. Mean and standard deviation values are calculated. From the mean value, it is observed that the married employees are having higher level of perception towards the stress of the Private hospital than the unmarried employees. Standard deviation values indicated that the stress of Private hospital is found to be at similar level among the married and unmarried employees. Hence, it is hypothesized as follows.

H_0 : There is no difference of opinion towards the stress of Private hospital based on marital status of the employees.

To test the above stated hypothesis, independent sample t-test is applied. The calculated p-value is 0.001, which is significant at one percent level. Hence, the stated hypothesis is rejected. It is inferred that employee perception towards the stress is significantly varied among the married and unmarried employees.

Table 5 stress and income

Income	Mean	S.D	ANOVA Result	
			F – Value	P – Value
Below 20,000	2.81	0.45	15.913	0.001*
20,001 – 30,000	2.74	0.56		
30,001 – 40,000	2.93	0.54		
Above 40,000	3.14	0.41		

Source: Primary data computed; *Significant at one percent level

Table 5 portrays the employees opinion towards the stress of the Private hospital based on their income level. Mean and standard deviation values are calculated. From the mean values, it is noted that the above Rs.40000 income group employees are highly rated the stress of the Private hospital (3.14) followed by Rs.30001 to 40000 income groups (2.93), below Rs.20000 (2.81) and Rs.20001 to 30000 (2.74). The calculated standard deviation values inferred that the employees opinion towards the stress of the Private hospital is almost similar among the various income group employees. So, it is hypothesized as follows.

H_0 : There is no difference of opinion towards the stress of Private hospital based on the income level of employees.

In order to examine the above stated hypothesis, one way analysis of variance is executed. The calculated p-value is 0.001, which is significant at one percent level. Hence, the stated hypothesis is rejected. It is inferred that the employee perception towards the stress of Private hospital is significantly varied among the various income group of the employees. It is found that the above Rs.40000 income group employees highly perceived the stress of the Private hospital. But, Rs.20000 to 30000 income group employees is having the least level of perception towards the stress of the Private hospital.

Table 6 Stress and family members

Family Members	Mean	S.D	ANOVA Result	
			F- Value	P – Value
Below 3 members	3.92	0.56	72.275	0.001*
4 – members	3.55	0.65		
Above 4 members	3.13	0.62		

Source: Primary data computed; * Significant at one percent level

Table 6 explains the stress based on number of family members. Mean and standard deviation value are calculated. While observing the mean values, below three members family employees are highly stress with Private hospital (3.92)

Ho: Stress is not varied based on number of members in the family

Further, one-way ANOVA is employed to test the difference of opinion towards stress based on number of family members. The stress is differed based on number of family members in the family. The P-values are significant at one percent level. Hence, the stated hypothesis is rejected. Stress is varied depending on the number of family members. It is found that the below three family members customers are more stress with Private hospital than others.

Finding of the study

- It is found that the male and female employees are having similar level perception towards the stress of the Private hospital.
- It is inferred that the employee perception towards the stress of the Private hospital is significantly varied among the different age groups of employees. It is found that 41 to 50 years old employees are having higher level of perception towards the stress of the

Private hospital. But, below 30 years old employees are having the least level of perception towards the stress of the Private hospital.

- It is inferred that the employee opinion towards the stress of the Private hospital is significantly varied among the various educational group employees. It is found that the post graduates highly perceived the stress of the Private hospital. But, graduates are having the least level of perception towards the stress of the Private hospital.
- It is inferred that employee perception towards the stress is significantly varied among the married and unmarried employees
- It is found that the above Rs.40000 income group employees highly perceived the stress of the Private hospital. But, Rs.20000 to 30000 income group employees is having the least level of perception towards the stress of the Private hospital.
- It is found that the below three family members customers are more stress with Private hospital than others

Conclusion

This paper concluded that the most of the people, work is a significant and meaningful feature of life with the majority of them spending around 25% - 35% of their adult lives working. While work can provide people with structure, purpose, satisfaction, self-esteem and spending power, the workplace can also be a source of stress and worry. The underlying causes of headaches remain unclear and subject to continued study. One factor contributing to tension headaches may be increased sensitivity of the neural pathways that send pain signals to the brain from the face and head. The job stress affects workers' performance is a relevant one given the nature of today's banking environment and the challenges faced by workers.

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