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## WORK STRESS ON NURSES AND COPE UP STRATEGIES WITH REFERENCE TO CHENNAI CITY

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### ABSTRACT

Stress is unavoidable in everyone's life. It has an impact on one's physical and mental well-being. If there is a lack of productivity and efficiency in the workplace, the reason can be stressful. So, it is a new challenge to identify the reason for stress and to reduce stress among staffs. The health of the organisation is in the hands of the health of the staffs. Hence, this study aims to analyse the factors influencing work stress on nurses and its relative coping strategies. The study is descriptive, and convinces sampling technique is applied to select 212 samples for the study. A questionnaire is an instrument used to collect the primary data from the respondents. So based on the collected information, analytical techniques like percentage analysis, weighted average, interval estimation, coefficient of correlation, chi-square test and one way ANOVA are used to perform for drawing interpretation for the study. The study also conveys that stress also grows along with too many responsibilities. If that responsibility gets reduced, they can strengthen themselves, look after their health and mental illness and be productive. Stress at work is a kind of warning sign where it will make us lose ourselves. So, this study is focused on exploring the facts in stress among the respondents. Based on the interpretation, possible suggestions are provided for the study.

**Keywords:** Efficiency, Mental Well-Being, Physical Well-Being, Strategies, Stress, Challenges, Workplace.

### INTRODUCTION

Stress is a frequent problem in the workplace. Most of the employees view their jobs as the number one stressor in their lives. Stress is physical and physiological effects on a person and can be a mental, physical or emotional strain. When it comes to nurses, handling patients is not an easy task. The situation and the condition of the patients can cause stress. Stress can occur when there is a difference between the needs in the workplace and an individual's ability to carry out & complete those demands. We can observe the physiological reaction among a person. When he strains both physically and mentally, he is falling sick. Many factors contribute to workplace stress. Such as work assignments, lack of knowledge at work, deadlines, work hours, environments, lack of autonomy, team cooperation, bullying, harassments, no rewards and recognition, no opportunities and career progress, motivation etc.,

Work stress is also associated with many biological reactions. That ultimately lead to compromised health, such as cardiovascular disease, or in extreme cases, death. One should handle stress properly; if not, it becomes distressed. There should be some concern towards the staff to cope with the specific hours worked, the expected productivity, the physical environment, and the expectancy of the work desired by management. Some research inferred that night shifts lead to a negative impact on employees' health. Concerning this, the research says approximately 20 per cent of night shift workers have occupational stress.

Stress affects the competence level of the employees. On that note, the management is planning to find a way to help their employees. They have started to influence the high participation rate, collaborative planning, and equally dispersed responsibilities to positively affect stress reduction, improved work performance and job satisfaction.

### NEED FOR THE STUDY

Stress has become a significant concern where it causes harm to our health and performance at work. The chosen respondents are facing a tough time at work with so many sacrifices. It's high time to analyse stimulus to response. The study will also suggest ways to manage stress in the workplace, which will bring a tremendous difference between failure and success.

### OBJECTIVES OF THE STUDY

- To understand the extent of work stress among nurses.
- To find out the various factors that contribute to work stress among nurses
- To identify the consequences of work stress on the mental and physical health of nurses
- To analyse the various coping strategies adopted by nurses to manage work stress

### REVIEW OF LITERATURE

**Aziz Mensah (2021)** investigated a study on mediating the role of social support in the relationship between job stress & mental well-being among working men & women in Europe. The study includes a cross-sectional data set from the year 2015 European Working Conditions Survey on 14,603 men & 15,486 women from 35 countries in Europe are analyzed. The author applied Hayes macro



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process four modelling technique for estimating the indirect, direct, and total effects on job stress for mental well-being among working adults. And further, the Hayes macro process model is used to estimate the gender difference in the mediating effect. The results showed that job stress had a direct negative effect on mental well-being among workers in Europe.

**Ana Lucia Teixeira Hirschle and Sonia Maria Guedes Gondim (2020)** his study is empirical evidence of personal and contextual variables that protect against the negative effects of stress on workers' well-being and health. The study is almost analyzed with fifty national and international articles related to stress and well-being. The studies result also show that the work-related factors, personal resources, psychological detachment, self-efficacy, work-life interface, emotional competencies, and group-level factors have an effect on workers' well-being. They also perceived the social support of peers and managers, alongside autonomy at work to attenuate stress's negative impact on well-being. The study provides suggestion for future test on the relationships between the variables that have not yet been explored. It also deepens the understanding between stress and well-being at work.

**Muhammad Ehsan and Kishwar Ali (2019)** investigated the impact of work stress on employee productivity. His study is to find out how work-related stress can affect staff productivity in banking at Faisalabad, Pakistan. In addition to that, the study identified the various factors which contributed to work stress among staff in banking. The target population comprised all employees from the five to six bank of Faisalabad city. The study followed a stratified random sampling technique to select 50 participants for the study. A questionnaire was the instrument used to elicit information from the respondents. A descriptive statistic table and a percentage is used to answer the research questions. The regression and the correlation method was adopted to analyze the research hypotheses generated for the study. The variables related to work stress, workload, role ambiguity, and role conflict are covered to identify the impact. This study's major finding revealed a significant relationship between work stress and employee's productivity in the banking sector.

**Sharmilee, Abdul Basit and Zubair Hassan (2017)**, their study analyzed the impact of job stress on employee performance. They have adopted a causal research design for data collection. The employee has been chosen from different sectors. Using the Likert scale, a questionnaire with 26 items has been developed. The study also tested its reliability and validity before the distribution of the questionnaire via social media. They have selected 310 respondents from various sectors in Malaysia by using a convenient sampling technique. The survey questionnaire sent via Facebook request. Finally, only 136 completed questionnaires were returned by the respondents. Regression analysis was applied out to examine the impact of stress on employee performance. They found that role ambiguity and time pressure has got a significant & negative influence on employee performance. The other two factors like workload and lack of motivation, do not significantly impact employee performance. Hence, they concluded increasing time pressure & role ambiguity can reduce employee performance in various aspects. So, if the manager wishes to enhance employee's performance, it is important to ensure the role ambiguity is minimized and clear roles are given & communicated to the employees. The managers and supervisors have strongly recommended that avoiding the time allotment, task completion dates, duration of the task with subordinates, time pressure would enhance employee performance.

**Mathangi Vijayan (2017)** investigates the impact of job stress-related factors, viz. workload, job security, and shift work, on employees' job performance. This attempt was made to bring out the job stress mitigating strategies that can be followed by employees and employers to overcome their job stress and to improve their performance. The management can take the necessary steps to control the job stress levels of employees to increase their job performance. And his investigation concludes the management may provide counselling, meditation programme, incentives etc. which will enhance employee's performance in the long run.

## RESEARCH METHODOLOGY

A research design is a procedure for acquiring the needed information, so the study follows a descriptive research design. This design helps in drawing accurate information through data collection and gives a holistic understanding of the research. It will also ensure the quality of research. Samples are collected using Convince sampling method. Pre-testing is carried out for the study, and the samples are determined using Cochran's formula is 270 out of which only 212 respondents have responded. So the sample size for the study is kept at 212. Both primary and secondary data collection is applied in this study. A structured questionnaire is the research instrument used for the study, and it includes closed-ended, dichotomous and multiple-choice questions. The secondary data collection is from various journal and books.

## STATISTICAL TOOLS USED FOR ANALYSIS

Percentage analysis, Interval estimation, Chi-square test, Coefficient of correlation, and one way ANOVA, Mann-Whitney U- Test.

## CHI-SQUARE

**H<sub>0</sub> (Null hypothesis)** - There is no significant impact on managing stress effectively and with high job stress.

**H<sub>1</sub> (Alternate hypothesis)** - There is a significant impact on managing stress effectively and with high job stress.



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Table - Chi-Square Calculation

Oij	Eij	Oij-eij	(Oij-Eij) <sup>2</sup> /Eij
53	57.5	-4.5	0.3521
31	39.5	-8.5	1.8291
47	49.5	-2.5	0.1262
50	40	10	2.5
31	25.5	5.5	1.1862
62	57.5	4.5	0.3521
48	39.5	8.5	1.8291
52	49.5	2.5	0.1262
30	40	-10	2.5
20	25.5	-5.5	1.1862
Calculated Value			11.9872

Degrees of Freedom = (C-1) (R-1)  
= (4) (1) = 4

Table Value = 13.277

Calculated value < Table value

11.98 < 13.27

Hence, H0 is accepted

**KARL PEARSON’S CO-EFFICIENT OF CORRELATION**

Is used to identify, the relationship between marital status of respondents and stress at work affects personal life.

Let X be Martial status and let Y Stress at work affecting personal life

Table – Calculation of Correlation

X	Y	X <sup>2</sup>	Y <sup>2</sup>	XY
95	75	9025	5625	7125
87	67	7569	4489	5829
30	70	900	4900	2100
<b>ΣX=212</b>	<b>ΣY= 212</b>	<b>ΣX<sup>2</sup>= 17494</b>	<b>ΣY<sup>2</sup>=15014</b>	<b>ΣXY=15054</b>

$$r = \frac{n \sum xy - (\sum x)(\sum y)}{\sqrt{n(\sum x^2) - (\sum x)^2} \sqrt{n(\sum y^2) - (\sum y)^2}}$$

218/ 858.64 = 0.253

Therefore r = 0.253

Which means there is a weak positive correlation between the variables.

**ANOVA**

H<sub>0</sub>. There is no relationship between the factors contributing to stress and stress at work place.

H<sub>1</sub>. There is relationship between the factors contributing to stress and stress at work place.



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Table - ANOVA Calculation

Factors	1	2	3	4	5	TOTAL
Work load	68	54	32	46	12	212
Working condition	38	62	70	32	10	212
Job design	53	31	47	50	31	212
Family problems	24	57	31	43	57	212
Conflict with seniors	59	72	33	20	28	212
Ci	242	276	213	91	138	1060
ci <sup>2</sup>	58564	76176	45369	36481	19044	
Ni	5	5	5	5	5	
ci <sup>2</sup> /Ni	11712.8	15235.2	9073.8	7296.2	3803.8	

SOURCES OF VARIANCE	SUM OF SQUARE	DEGREE OF FREEDOM	MEAN SUM OF SQUARE (MSS)	F RATIO
Between column	Css=2182.8	c-1=4	M1= CSS/C-1 = 545.7	F = M1/M2 = 2.070
Residual or error	ESS= 5271.2	N-c=20	M2=ESS/N-C = 263.56	

Table value = 2.87; where at 5% Level of Significance.

The calculated value is 2.070

Hence the Calculated value < Table value i.e 2.070 < 2.87 so we accept H0.

### SUMMARY OF FINDINGS

- Through percentage analysis, it is found that thirty-three percentage of respondents belongs to 31-35 years, almost seventy per cent of respondents are female, nearly thirty per cent of respondents have experience between 5-10 years of experience.
- It is identified that forty per cent of the respondents strongly agree that stress at work is inevitable.
- It is also analysed that fifty-four per cent of the respondent strongly agrees that the job stress is relatively high and forty per cent of the respondent strongly agrees that the stress at work can be effectively managed.
- It is found that thirty-three per cent of the respondents strongly agree that job stress prevails in multi-specialty hospital.
- The study analysed that twenty-four per cent of the respondent agrees to that the flow of communication is rendering very high effective service at work. And meantime the majority of the respondents have said there is a good interpersonal relationship at workplace.
- The maximum number of respondents have said they suffer from ulcer & headache due to work stress.
- It is found that almost ninety-two per cent of respondent's face health issues because of stress, and nearly forty-three per cent of the respondents suffer mental stress at work.
- The study found thirty-five per cent of the respondent's personal life affects a greater extent because of work stress.
- It is analysed that twenty-nine per cent of respondents say that they adopt coping strategies to overcome stress to some extent.
- It is identified that most of the respondents adopt listening to music to overcome work stress.
- After weighting the factors, the work shift is ranked one, the modern treatment method is ranked two, the workload is ranked three, role ambiguity is ranked four, and interpersonal relationship is ranked five as a contributor to stress.
- Chi-Square Test: H0 (Null hypothesis) = There is no significant impact on managing stress effectively and with high job stress. The calculated value is 11.98, which is lesser than the table value 13.27 so, H0 is accepted. Hence it is concluded that there is no significant impact on managing stress effectively and high job stress.
- It is found that sixty-six per cent of the respondents have said yes, that the increase in working hours when there is a need brings more stress. Interval Estimation: It is found that at 95% of confidence level, the population proportion falls within the range of 0.732 and 0.605 that is between 60% to 73%, respectively.
- It is found that seventy per cent of the respondents said yes, the working environment contributes to job stress. Interval Estimation: It is found that at 95% of confidence level, the population proportion falls within the range of 0.855 and 0.749, that is, between 75% to 85%, respectively.
- Karl Pearson's Coefficient of Correlation: the calculated r-value is 0.253 or 25%, which means the variable marital status and work stress affecting personal life have a weak positive correlation.



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- ANOVA: H0: There is no relationship between the factors contributing to stress and stress at the workplace. So using ANOVA, the calculated F value is 2.070, which is lesser than the table value 2.87; hence we accept Ho and conclude there is a relationship between factors contributing to stress and stress at the workplace.
- Mann-Whitney U-Test: H0:  $\mu_1 = \mu_2$ , H1:  $\mu_1 < \mu_2$ . The table value at 95% level of significance for 1-tail is 0.596 and the calculated value is 0.104 hence  $0.104 > 0.596$ . So, we reject the null hypothesis. The conflict with the senior and the working condition doesn't equally contribute to work stress.

## SUGGESTIONS

The medical institutions can increase their workforce and provide a proper break during work hours to the nurses. The management can arrange travel facilities from work to home and home to work to get additional time for well-being. The stress is being relatively high, and the respondents believe that it can be very well managed. So, to increase the nurse's well-being, the management and the administration can take the initiative in building a suitable policy. They can provide an excellent working condition by providing the materials needed to attempt the patients, organize recreational activities, paid leaves, and family insurance for the nurse to be taken care of by the hospital. The senior doctors can assist the nurses in all the situation and be more supportive. Hence these small suggestions can bring a greater change among the nurses physical and mental well-being and increase the service quality in hospitals.

## CONCLUSION

This study helped to find out work stress on nurses. It is believed that stress at work is caused not only because of overload and time pressure. But also because of lack of recognition, reward and praise. In Medical institutions, it is essential to take care of the front-line soldiers who are available for any and every need of the patients. Due to this cumbersome nature of the work, the nurses take many responsibilities in treating patients; hence stress is inevitable.

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