

A STUDY OF STRESS MANAGEMENT AMONG THE EMPLOYEES OF OZONE HOSPITAL HYDERABAD

Preeti Sarda¹

¹MBA, M. C. Gupta College of Business Management, Hyderabad

Abstract - The present study has been carried out to find out the potentials and consequences of stress among the employees working in Ozone Hospital. In this changing environment, participation, interaction, transaction, planning and Regulation become key issues, each with its own frustrations attracted. People feel stress, as they no longer have complete control over what happens in life. There is no escape from stress in modern life. In Today's context, stress is a costly business expense that affects both employee health and company profits, thus it's becomes very important to understand the causes of stress, its impact and adopting strategies or minimizing its impact.

Stress is a part of day- to-day life. The present study concentrates on to study potentials and consequences of stress among the employees of "Ozone Hospital, Hyderabad. It is believed that carrying out such a study can be of great use to the organization in understanding their employees and also becoming aware of facts that the organization is unaware of.

Keywords - Stress, Stress Management, Ozone Hospital, Chi-square test.

I. INTRODUCTION

A man's life today faces all sorts of challenges and obstacles that hamper his normal functioning and most of the time his pressure is too hard to handle. When we are expected to meet the changing demands, we undergo stress. Studies show that stress is a negative state of mind and since state of mind is changeable, stress is controllable. By adopting various stress management techniques and knowing exactly where the stress is coming from can release stress to a greater extent and give a sort of comfort and boost confidence. In the proceeding article the causes of stress and stress controlling techniques are elaborated clearly. In today's competitive world, tension and stress have become a part of a great concern for people. Many stress techniques have been put forth and some have succeeded and some have failed. However, before implementing the stress control techniques, it is inevitable to know what exactly 'Stress' is and why stress control techniques are necessary. Stress is a strain, force, tension, emphasis, difficulty, breakdown, anxiety or depression. 'Stress' is what you feel when you have to handle more than you are used to. When one is stressed, one's body reacts as though one is in danger. "Stress management" is simply the provision of 'stress-coping' techniques, to enable a person to fight against stress. Stress management is effective when a person utilized strategies to cope with or alter stressful situation.

Ozone Hospitals is the ideal conglomeration of a team of internationally educated Indian doctors. The paucity of high-end medical infrastructure and exorbitant costs of the existing corporate healthcare services inspired the inception of ozone hospitals by a team of six highly-specialized medical doctors. Ozone Hospitals passionately supports telemedicine services, education, training programs & research services. We are also driven by our goal to establish a complete healthcare network across India. Ozone

aims to play an active role in the nation building process through a host of CSR (Corporate Social Responsibility) initiatives and non-profit projects.

II. LITERATURE SURVEY

According to **Richard S Lazarus**, "Stress is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize." According to **Bernik**, Brazilian psychiatrist, "Stress designates the aggression itself, leading to discomfort, or the consequences of it. It is our organism's response to a challenge, be it right or wrong." According to **Sauter and Murphy, 1999**, Occupational stress can be defined as the "harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or need of the worker". According to **T. Cox and Basingstoke Macmillan**, Stress, it is argued, can only be sensibly defined as a perceptual phenomenon arising from a comparison between the demand on the person and his or her ability to cope. An imbalance in this mechanism, when coping is important, gives rise to the experience of stress, and to the stress response.

III. HUMAN ISSUES TO STRESS MANAGEMENT IN HOSPITAL INDUSTRY

For many employed in the hospital sector, "the daily experience is of repetitive, intensive and stressful work, based upon Taylor principles, which frequently results in employee "burnout". More vividly, characterizes the work as "repetitive brain strain". These descriptions are hardly surprising, in a way, given that hospitals are established by organizations to "create an environment in which work can be standardized to create relatively uniform and repetitious activities so as to achieve economies of scale and consistent quality of customer service". This means, in other words, that workplaces are organized in ways that weaken employee autonomy and enhance the potential for management control, and "a loss of control is generally understood to be an important indicator of work-related stress". There is almost universal consensus that hospital work is stressful. Even in studies that report the observation that some staff actually enjoys their work, mention of stress is still the norm, and a significant portion of the hospital literature is devoted to detailing the sources of stress in hospital work.

Some other Human Issues, in Hospitals, which need Immediate Attention, are: Sleeping Disorders
Digestive System Related Disorders, Depression, Severe Stomach Related Problems, Eyesight Problems, Anxiety

IV. REMEDIAL MEASURES FOR STRESS MANAGEMENT

Understanding that the "Stress" is a major concern for all hospital Employees, it is a duty of HR-heads of Hospitals to address it properly. Some of the common signs and symptoms of stress although we all experience stress in different ways, there are certain signs that are most frequently reported. These signs fall into two major categories; physical/behavioral signs and emotional signs. If we become aware of our own stress symptoms, we will be more effective in dealing with them sooner rather than later. What follows is a list of some of the most experienced symptoms of stress. The physical/behavioral symptoms include; muscular tension, muscle spasms and tics, rapid heartbeat, shortness of breath and high blood pressure, cold hands and feet, backaches, headaches and neck aches, stomach problems, indigestion, irritable bowel and ulcers, feeling fatigued, irritable, decreased ability to concentrate, insomnia and changes in eating behavior. Since these physical symptoms may be related to physical problems, you should consult with your medical doctor before you assume that your symptoms are purely stress-related. The emotional symptoms include; anxiety in a variety of situations not limited to the stressful

situation, depression, hopelessness and a strong urge to cry without specific incident, withdrawal from social interactions and avoidance of previously enjoyed activities, powerlessness and decreased self esteem, hostility, anger and resentment, fears, phobias and unwanted thoughts.

V. RESEARCH METHODOLOGY

Generally Research is considered as an endeavor to arrive at the answers to intellect and practical problems through the application of scientific methods to the knowledge universe. It is movement from known to unknown. According to Clifford Woody “Research comprises defining and redefining of problems, formulating hypothesis or suggested solutions, organizing and evaluating data, making deductions and reaching conclusions, and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.”

5.1 OBJECTIVES OF THE STUDY:

- To know the stress management practices of the Ozone Hospital.
- To identify the factors causing stress to the employees at work in Ozone Hospital.

5.2 SAMPLING DESIGN:

In order to design the total list of manpower is collected according of the department. 60 employees are picked randomly by applying simple random sampling technique. Thus the sample size for the present study is 60 employees. Out of 60 samples 28 respondents are MD in various specialties following by 24 are graduated while 05 respondents are employees including Receptionist, Ward boys/ Girls who at least 12th pass and remaining 03 are cleaners, sweepers.

5.3 SOURCES OF DATA:

The present study is based on both primary and secondary sources of data. The primary data collection is done through a structured questionnaire, which contains open and closed Questionnaire. The secondary sources for the study modules internet, websites, Journals, articles and the reports maintained by Ozone Hospital.

5.4 NEED FOR THE STUDY:

As organizations and their working environment transform, so do the kinds of stress problems that employees may face. It is important that your workplace is being continuously monitored for stress problems. Further, it is not only important to identify stress problems and to deal with them but to promote healthy work and reduce harmful aspects of work. Work in itself can be a self-promoting activity as long as it takes place in a safe, development- and health-promoting environment. Stress at work place can adversely affect an employee’s performance. So the Ozone Hospitals has been implementing stress management practices in their organization and the perceptions of employees towards such practices should be known to the organization to enable the organization to take sufficient measures to improve them.

5.5 SCOPE & LIMITATIONS OF THE STUDY:

The present study covers various aspects, such as stress causing parameters that are prevailing in the organization and the stressors that are affecting the performance of the employee’s. All these aspects are observed in Infra tech Limited. Thus the present study is confined to stress management practices in Ozone Hospital. The following are the major limitations of the present study

- The study is confined to information willingly shared by the organization.
- Conclusions are derived from the opinions of the employees, which are assumes to be unbiased.

- The data in the study has been collected by means of questionnaire.

VI. DATA ANALYSIS AND INTERPRETATION:

An attempt is made to present the analysis of responses on significant stress create factors on employees of Ozone Hospital. Simple percentage analysis, Chi square test was used for evaluation.

Chi-square test is given as $\sum(O-E)^2/E$

Degree of freedom is (n-1): where n- sample size

O- Observed frequency, E- expected frequency

P- Probability is <0.0001

1. Age Wise Distribution of the Respondents

Age	More than 50 yrs	40 – 50 yrs	30 – 40 yrs	Below 30 yrs
Number Of Respondents	10	22	18	10

TABLE NO: 1 Age Wise Distribution of the Respondents

Interpretation: It is observed from the survey that 38% of respondents are between 40 years and 50 years, 30% of the respondents are fall between 30 years and 40 years, 16% of respondents are more than 50 years of age and remaining 16% of respondents below 30 years of age group.

2. Education Wise Distributions of the Respondents

Education	PG	Graduation	Below Graduation	No Formal Education
Number Of Respondents	28	24	05	03

TABLE NO: 2 Education Wise Distributions of the Respondents

Interpretation: It is evident from the survey that out of 60 respondents, 47% of the respondents have post graduation, 40% of the respondents have graduation and 8% are undergraduates. 5% of them have no formal education i.e. no technically qualified.

3. Work Experience Distributions of the Respondents

Work Experience	Above 20 Years	15- 20 Years	10-15 Years	5-10 Years	Below 5 Years
Number Of Respondents	5	5	6	27	17

TABLE NO: 3 Work Experience Distributions of the Respondents

Interpretation: It is found from the survey that 08% of the respondents have more than 20 years of experience, 08% of the respondents have (15-20) yrs of experience and 10 % of the respondents have their experience between (10-15) yrs, 45% of the respondents have (5-10) yrs of experience and remaining 29% of the respondents have less than 5 years of experience.

4. Role of Multiple Tasks and Creating Stress

Hypothesis 1: Ho: There is no significant relationship between role of multiple tasks and creating stress.

H1: There is significant relationship between role of multiple tasks and creating stress.

Response	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Chi Square Test
Number Of Respondents	5	37	5	08	05	65.67

TABLE NO:4 Role of Multiple Tasks and Creating Stress

Interpretation: Table 4 shows the relationship between the role of multiple tasks and creating stress. In ozone hospitals, Doctors has to play the role as Surgeon and General physician so 62% of respondents are agree and 8% are strongly agree that multiple tasks creating stress while 13% of respondents are disagree. It can be identified that, almost 70% of respondents are agreed that if the employees has performs multiple tasks then stress may be created.

5. Role of Working in Groups/Team and Reducing the Stress

Hypothesis 2: Ho: There is no significant relationship between role of working in groups and reducing stress.

H1: There is significant relationship between role of working in groups and reducing stress.

Response	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Chi Square Test
Number Of Respondents	15	20	10	10	05	10.83

TABLE NO: 5 Role of Working in Groups and Reducing the Stress

Interpretation: Table 5 shows the relationship between role of working in groups and reducing stress. 58% of the respondents are strongly agree and agree that working in groups is reducing their stress, 17% of them are uncertain about their opinion following by 25% of respondents are disagree. It can be interpreted that, working in a group helps employees to divides the whole work into different tasks and allot each task to each group member according to the skills of that respective group member which reduces the stress of the each group member.

6. Opinion about the Pay Package Provided by the Organization

Hypothesis 3 : (H₀): There is no significant relationship between Pay Package and a stress.

(H₁): There is a significant relationship between Pay Package and a stress.

Response	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Chi Square Test
Number Of Respondents	15	15	10	10	10	2.5

TABLE NO: 6 Change In Work Environment as a Stressor

Interpretation: Table 6 shows the relationship between Pay Package and a stress. Only 50% of respondents are agree with their pay packages. Hence it is advised that, Management still improve the pay packages of employees according to their status, knowledge, skills and work experience.

7. Stress Due to Long Working Hours

Hypothesis 4 : (H₀): There is no significant relationship between long working hours and stress.

(H₁): There is a significant relationship between long working hours and stress.

Response	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Chi Square Test
Number Of Respondents	10	25	5	10	10	19.17

TABLE NO.7 Stress Due to Long Working Hours

Interpretation: Table 7 shows the relationship between stress and long working hours. 42% of respondents are agree that stress is due to long working hours, 16.67% of respondents are Strongly agree while 8.33% of respondents are neither agree nor disagree, 16.67% of respondents are disagree while remaining 16.66% of respondents are strongly disagree that stress is due to long working hours. In hospitals the working hours are not fixed and not limited also. Whole day-night services want to provide for patients so long working hours are stressful for the employees.

8. Stress Due to work overload

Hypothesis 5 : (H₀): There is no significant relationship between workload and stress

(H₁): There is a significant relationship between workload and stress

Response	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Chi Square Test
Number of Respondents	10	14	5	26	5	25.17

TABLE NO: 8 Stress Due to Workload

Interpretation: Table 8 shows the relationship between workload and stress. 16.67% of respondents are strongly agree and 23.33% of respondents are agree that the stress is increase due to over workload. 8.33% of respondents are neither agree nor disagree also 8.33% of respondents are strongly disagree while 43.34% of respondents are disagree that the stress is increase due to over workload.

9. Physical Inconvenience due to stress

Response	Yes	No
Number of Respondents	32	28

TABLE NO: 9 Physical Inconvenience due to stress

Interpretation:It is evident from the survey that 53% of the respondents suffer from physical inconvenience due to stress and the remaining 47% responded “NO” to the same question.

10. Kind of Inconvenience due to stress

Inconvenience	No. of respondents	Percentage
Headache	15	25
High blood pressure	05	8.33
Digestive problem	17	28.33
Hypertension	15	25
Nervousness	08	13.34
Total	60	100

TABLE NO: 10 Kind of Inconvenience due to stress

Interpretation:It is observed from the survey that most of the respondents (25%) suffer from the digestive problem and headache and hypertension(25%) due to stress comes next, then comes the nervousness (13.34%) and only less 8.33% of the respondents suffers from high blood pressure.

11. Strategy to Reduce Stress

Hypothesis 6: (H₀): There is no significant relationship between spending weekend and strategy to reduce stress

(H₁): There is a significant relation between spending weekend and strategy to reduce stress

Strategy Spending weekend	Yoga	Meditation	Motivation	Counseling	Indor Games	Row Total
Going to movies			05			05
Get together	02	08	04	02		16
Visit to friends/relatives	04	10	05	05		24
Music classes / listening		02	02	01		05
Any other					10	10
Column Total	06	20	16	08	10	60

Table No 11: Cross Tabulation for Spending Weekend Vs Strategy to Reduce Stress

Interpretation: From the above data we can find that 45% of the respondents have reduce their stress by visiting to friends or relatives may be for Yoga (6.67%), Meditation (21.67%),Motivation(8.33%) or may be for counselling(8.33%) . 27% of the respondents have like get together in their weekend to reduce their stress, may be that get together is for Yoga (3.33%), Meditation (13.33%),Motivation(6.67%) or may be for counselling(3.67%). 17% of the respondents have reduce their stress by any other activity like playing indoor games in their weekend. Only 08.33% of the respondents have reduce their stress by watching movies and Music classes or listening music in their weekend.

V. CONCLUSIONS:

Stress in the work place has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. Employers should provide a stress-free work environment, recognize where stress is become a problem for staff, and take action to reduce productivity, increases management pressures, and makes people ill in many ways, evidence of which is still increasing. Workplace stress affects that per formation of the brain, including functions of work performance; memory, concentration, and learning. The major stressors identified in Ozone Hospitals are ill health of the employee, high expectation of the superior, log working hours in the organization. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well being and health of the employees, in the coming future the organization would make more revenue as well as employee retention. Because it is said that, “A Healthy Employee is a Productive Employee”.

REFERENCES

1. Handbook of Stress, Coping and Health: Implications for Nursing Research, Theory, and Practice RICE, VIRGINIA HILL
2. Brief A.P. and Atieth J.M., “Studying Job Stress: Are we making mountains out of mole Hills?” Journal of occupational behavior, 1987.
3. Finemann- “A Psychological Model of Stress and its application to managerial unemployment”, Human relations, 1979.
4. Dr.Satish Chandra Pandey, “Indian ways of winning Stress”, The Journal of Indian Management and Strategy, 1997.

