

“Workplace Stress Level among Doctors and Police Professionals in Mysore City”- A Comparative Study

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Abstract

Stress has been defined in different ways over the years. Richard Carlson says that “Stress is nothing more than a socially acceptable form of mental illness”. Stress levels are rising among employed Indians owing to growing uncertainty in jobs in highly disruptive environment as well as increasing anxiety in personal lives. A comparative study has done on “Workplace Stress Level among Doctors and Police Professionals in Mysore City”. Researcher has adopted the descriptive and exploratory research design for the study. The universe of the study is Mysore City. Convenient sampling method was opted to collect data through questionnaires; Socio demographic and the Workplace Stress Scale were the tools for the data collection. Data analysis done through Microsoft Excel and results were discussed.

Key Words: Stress, Work place, Doctors, Police

INTRODUCTION

According to American Psychological Association, Stress is often described as a feeling of being overwhelmed, worried or run-down. Stress can affect people of all ages, genders and circumstances and can lead to both physical and psychological health issues. By definition, stress is any uncomfortable "emotional experience accompanied by predictable biochemical, physiological and behavioral changes." Stress is a reaction to a situation - it isn't about the actual situation. We usually feel stressed when we think that the demands of the situation are greater than our resources to deal with that situation. For example, someone who feels comfortable speaking in public may not worry about giving a presentation, while someone who isn't confident in their skills may feel a lot of stress about an upcoming presentation. Common sources of stress may include major life events, like moving or changing jobs. Long-term worries, like a long-term illness or parenting, can also feel stressful. Even daily hassles like dealing with traffic can be a source of stress. Majority, or about 89 percent, population in India admitted that they are suffering from stress compared to the global average of 86 percent. The workplace is an important source of both demands and pressures causing stress, and structural and social resources to counteract stress. Workplace stress then is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting this demands. Stress in the workplace can have many origins or come from one single event. It can impact on both employees and employers alike. It is generally believed that some stress is okay (sometimes referred to as “challenge” or “positive stress”) but when stress occurs in amounts that you cannot handle, both mental and physical changes may occur. It can also occur when there is a mismatch between the requirements of the role, your capabilities and resources and supports available.

Stress levels are rising among employed Indians owing to growing uncertainty in jobs in highly disruptive environment as well as increasing anxiety in personal lives. Society is indebted to the profession of doctors and police professionals. Doctors and Police professionals exposed to high levels of stress in the course of their profession. Factors like excessive working hours, sleep deprivation, and repeated exposure to emotionally charged situations play an important role in causing stress in this group. In addition lack of job security, family and personal problems aggravate the stress.

S Michie *et al* (2002) have studied causes and management of stress at work. The workplace is an important source of both demands and pressures causing stress, and structural and social resources to counteract stress. The workplace factors that have been found to be associated with stress and health risks can be categorised as those to do with the content of work and those to do with the social and organisational context of work. Organisational change, especially when consultation has been inadequate, is a huge source of stress. Such changes include mergers, relocation, restructuring or “downsizing”, individual contracts, and

redundancies within the organization. Lopamudra Pattnaik *et al*(2012) have studied the effect of workplace stress: a study in Indian context. Stress is a critical phenomenon. It is a very subjective experience. It is based widely upon the background experiences, temperament and environmental conditions.. Yoga, meditation, exercise and recreational activities can provide better environment to control stress. Even time management skills help to manage stress in an effective manner. These simple but useful steps can pave the path for improved efficiency of employees and increased productivity of organization.

Ragesh G and Hamza Aet *al*(2017) has studied the occupational stress among police personnel in India. Occupational stress is associated with a number of adverse organisational outcomes and many studies consistently found that the higher levels of job stress lead to lower levels of job satisfaction.. Occupational stress and associated physical and mental health related issues are not addressed in Indian police personnel with adequate importance.. Organisational stress was experienced in moderate level by 68% and in high level by 14%. The results point to the high level of stress among Indian police personnel and the need for urgent interventions from the government to address the occupational stress. Irfana Rashid *et al*(2012) have studied work place stress among doctors in government hospitals. Work plays a central role in the lives of many people, and thus the impact of occupational stress is an important issue both for individual employees and the organizations in which they work. Personality (e.g. Hardy and non-hardy), High demands on self and others, Dealing with death and dying, Confrontation with emotional and physical suffering. Usually, a number of the above factors are present in an individual doctor, and therefore the difficulties faced by the doctor are compounded and complicated. Findings of the study revealed that doctors are the serious sufferers of organizational role stress.

Vijayanathe Kumar and Kamalnabhan T.J *et al*(2014) has studied Sources of Stress among Police Officials: A Qualitative Investigation. Stress in such a profession can be debilitating not only to the individual but also to the police organization and the community at large. Work related consequences of police stress included absenteeism from work, job dissatisfaction.. The outcomes of stress can be deleterious as chronic stress may lead to development of burnout and lower the engagement levels of police personnel. Rahul Amte and Palepu B Gopla *et al*(2017) have studied Stress levels of critical care doctors in India: A national survey. Doctors working in critical care units are prone to higher stress due to various factors such as higher mortality and morbidity, demanding service conditions and need for higher knowledge and technical skill. Substantiation of this data through a wider study and broad-based measures to improve the quality of critical care units and quality of the lives of these doctors is the need of the hour.

METHODOLOGY

A comparative study on Workplace Stress Level among Doctors and Police Professionals in Mysore City opted a descriptive and exploratory research design for the study. The universe of the study is different hospitals and police stations in Mysore City. The sample size for the study was 140 respondents. Socio demographic and The Workplace Stress Scale (American institute of stress 2009) was the tool used to collect the data. Data analysis is done through Microsoft Excel.

DATA ANALYSIS:

WORK PLACE STRESS AMONG DOCTORS

Table No: 1 Number of Respondents

Respondents	Number of Respondents	Percentage
Male	40	57.14%
Female	30	42.85%
Total	70	100%

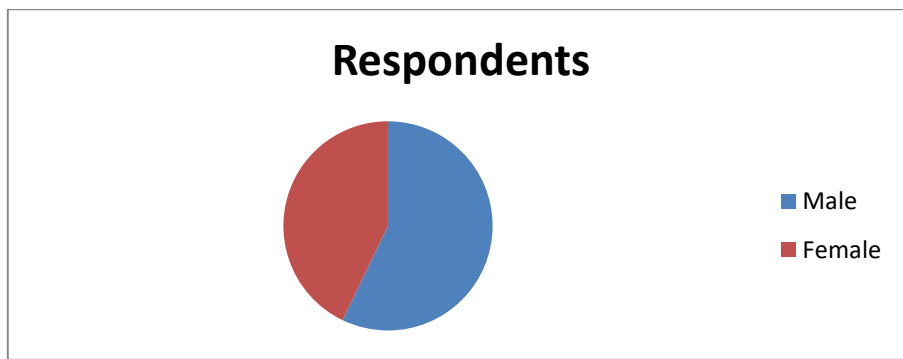


Table No: 2 Work place stress level among age groups of Doctors

Age group	Respondents	Male	Female	Respondents with Moderate Stress	%	Respondents with Mild Stress	%
25-35	15	8	7	8	11.42	5	7.14
35-45	20	12	8	13	18.57	7	10
45-55	10	6	4	5	7.14	7	10
55-65	25	14	11	7	10	18	25.71
Total	70	40	30	33	47.14	37	52.85

The study finds that the age group of 35-45 shows the highest number of respondents with Moderate stress and the age group of 55-65 has the least number of respondents with Moderate stress. As per age increasing Stress level is slightly decreasing.

Table No: 3 Work place stress level according to job experience among Doctors

Job Experience yrs	Respondents	Male	Female	Respondents with Moderate Stress	%	Respondents with Mild Stress	%
5-10	10	5	5	7	10	3	4.28
10-15	15	9	6	10	14.28	5	7.14
15-20	15	8	7	7	10	8	11.42
20-25	15	8	7	5	7.14	10	14.28
25-30	15	10	5	4	5.71	11	15.71
Total	70	40	30	33	47.14	37	52.85

The study finds that the group with job experience of 10-15 years shows the maximum number of respondents with Moderate stress and the group with 25-30 years job experience shows the least number of respondents with Moderate stress. As per job experience increases, the stress level is slightly decreasing.

WORK PLACE STRESS AMONG POLICE PROFESSIONALS

Table No: 4 Total Number of Respondents n = 70

Respondents	Number of Respondents	Percentage
Male	45	64.28%
Female	25	35.71%
Total	70	100%

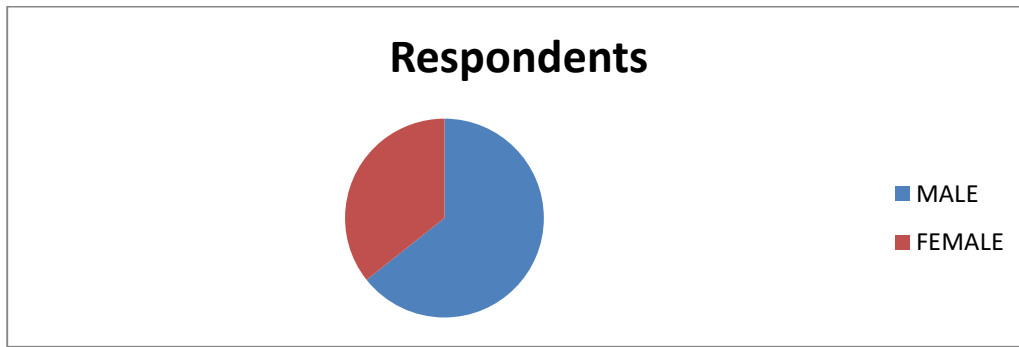


Table No: 5 Work place stress level among age groups of Police

Age Group	Respondents	Male	Female	Respondents with Moderate Stress	%	Respondents with Mild Stress	%
25-35	20	12	8	10	14.28	10	14.28
35-45	25	15	10	14	20	11	15.71
45-55	25	18	7	6	8.57	19	27.14
Total	70	45	25	30	42.85	40	57.14

The study finds that the age group of 35-45 shows the maximum number of respondents with Moderate stress and the age group of 45-66 shows the least number of respondents with Moderate stress. As per age increases there is a slight decrease in the stress level among police professional

Table No: 6 Work place stress level according to job experience among Police

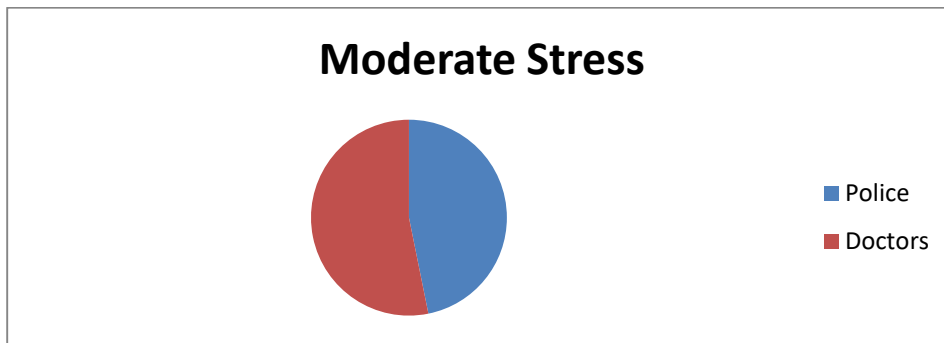
Job Experience yrs	Respondents	Male	Female	Respondents with Moderate Stress	%	Respondents with Mild Stress	%
5-10	15	9	6	9	12.85	6	8.57
10-15	20	10	10	12	17.14	8	11.42
15-20	20	15	5	6	8.57	14	20
20-25	15	11	4	3	4.28	12	17.14
Total	70	45	25	30	42.85	40	57.14

The study shows that the group with job experience of 10-15 years shows the maximum number of respondents with Moderate stress and group with job experience of 20-25 years shows the least number of respondents with moderate stress. As per job experience increase there is a slight decrease in work place stress level.

Table No: 7 Comparison of work place stress level among Police and Doctors

Respondents	No: of Respondents	No: of Respondents with Moderate Stress	No: of Respondents with Mild Stress	Moderate Stress %	Mild Stress %
Doctors	70	33	37	47.14%	52.85%
Police	70	30	40	42.87%	57.14%
Total	140	63	77	100%	100%

Comparing the stress level among doctors and police professionals, the doctors shows the highest work place stress level rate of 47.14% than police with stress rate of 42.87%.



Comparison of Moderate stress level among Doctors and Police professionals



Comparison of Mild Stress level among Doctors and Police Professionals

Findings

The studies find that the both groups, doctors and police professionals were undergoing Moderate and Mild work place stress. Doctors show the highest stress rate of 47.14% than police with stress rate of 42.87% and the police professionals shows the highest rate of mild stress with 57.14% than doctors with 52.85%. The study shows that age group of 35-45 and 25-35 shows the higher rate of moderate stress among both doctors and police. The group with least job experience shows the higher rate of moderate stress. As per increase in age and job experience shows the gradual decrease in work place stress level among both doctors and police professionals. Long hours of work, need to take tough decisions very quickly, issues with seniors, increased responsibilities leads to increased moderate stress level among younger professionals.

Discussions

A comparative study on “Workplace Stress Level among Doctors and Police Professionals in Mysore City” reveals that the doctors and police professionals were undergoing moderate and mild work place stress that can lead to severe stress issues. Reasons for stress are many- negative working environment, long duration of working hours, lack or lesser time for family, irregular or improper eating habits need to take tough decisions very quickly, sleepless nights, poor living and working conditions, issues with seniors, inadequate time for leisure activities, difficulties in personal life etc. Non-availability of resources needed for effective role performance, Lack of clarity about expectations of others from the role and Conflict between organizational and non-organizational roles, taking more risks leads to increased stress level among doctors. Lack of knowledge, skills or adequate preparation to be effective in a particular job, Conflicts of one’s values and self-concepts with the requirements of organisational role cause stress among police professionals. The police personnel are one of the few professionals where people are expected to face physical dangers and, if necessary, to risk their lives as well as face significant stress in many other aspects. Younger professionals show the higher level of work place stress. At the time of their career growth and development young professionals were undergoing stress issues and failed to perform their work role.

Suggestions

Work place Stress is related to variety of adverse organizational outcomes and plenty of studies systematically found that the upper levels of labor stress result in lower levels of job satisfaction. Work place stress is an alarming situation which needs to be addressed immediately and has to be considered as a public health issue. The stress may directly affect their physical and psychological state. Stress management programmes, periodic health checkup at the workplace, administrative solutions to reduce stress in job, special considerations for females as well as young professionals are few suggestions to address this serious issue.

Conclusion

Police professionals and doctors undergo significant work place stress. Stress is more among younger age groups and in females, which needs immediate attention from the concerned authorities. Better work management, utilizing personal skills and leisure activities, specific stress reduction programmes are suggested.

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