

IMPACT OF PSYCHOLOGICAL STRESS ON JOB SATISFACTION AMONG DOCTORS: A STUDY BETWEEN PUBLIC AND PRIVATE HOSPITALS IN JAIPUR

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ABSTRACT

It has been observed that attention paid to the study of psychological stress of MD & MS doctors in Jaipur is at a very minimal level which affects their level of satisfaction and that also might significantly affect health care. Review of literature on the subject of factors causing psychological stress among physicians, professional self image and also focusing on studies of the effects of job satisfaction on health care. 62% publications, mainly relating to the comparison between public and private health systems, were included. They focus primarily on the effects of organizational System, for example, working conditions and on financial incentives within physicians' remuneration structures. 38 % of the reviewed studies included analyses of factors causing stress, job satisfaction, Burnout, and Quality of Life Between doctors and other health care employees. Discussion: Our findings suggest that doctors specifically MD & MS experience higher level of Psychological stress due to which doctors commit mistakes and errors which in turns lead to serious consequences. Interventions that can be helpful in reducing Psychological stress represented by only a few studies. In the future, Intervention that can be helpful in reducing stress and improving job satisfaction of doctors is crucial and a high priority subject.

Key words: Psychological Stress, Job satisfaction, Doctors

INTRODUCTION

WHAT IS STRESS?

Stress is a part of everyday life. It is a state of tension when demands exceeds and a person is unable to fulfill those demands such as: frustration, insecurity, having no purpose in life, finances, family demands, job pressures, work overload, and health concerns. It is a feeling of hopelessness. It's something which blocked us for

Reaching our goals. Stress hampers the functioning of the human body which in turn results in increasing muscular tensions, headaches, leading to addiction (drugs, sugar, and nicotine caffeine) and increasing the disease process.

Anything which creates excessive pressure on mind in turn results in psychological stress. It is the mental or emotional strain of activities and events in life. Psychological stress affects people intellectual, emotional, and interpersonal functioning. It has been observed from past researches that psychological stress hampers the thought process of people, which in turn hampers their satisfaction with their jobs.

Satisfaction is really important for doctors who are most responsible for caring about people in highly pressurized workplace environments. Due to lack of satisfaction and psychological stress doctors commit mistakes and errors which in turns lead to

serious consequences and in prolonged suffering, disability or even the death of patients.

Managing of stress is requisite for doctors specifically MD & MS doctors who face multiple environmental challenges and demands, excessive work pressure and patient overload dealing with all these is a big challenge they have to handle their personal life and professional life as well.

It has been recognized from the past that specialties are reported to have a higher level of stress as compared to other health care professionals.

No systematic studies on MD & MS doctors' psychological stress and job satisfaction are available in the City though plenty of work has been done.

REVIEW

[Vanagas, G. 2005.] identified the factors that were associated with psychosocial stress among general practitioners in Lithuania. A questionnaire was distributed to 300 GP's. 197 Questionnaire were returned back and used for analysis. Reeder Scale was used to investigate psychosocial stress. Simple summation method as used for scoring & Likert Scale was used for measurement and at the same time work characteristics was investigated by Karasek Scale/Job strain model (decision latitude, psychological workload demand). Descriptive statistics, interrelation analysis, and logistic multivariate regression were used for analysis. After analysis, it was found that 48% of respondents were suffering from psychosocial stress specially widowed, single and female GP's. Job strain model revealed that Job strain found to be very high when job demands were high and decision latitude was low. Job demand, patient load found to be the highest rating predictor of psychosocial stress among GP's.

[Yan, J. 2010.] Researcher identified that stress, job burnout and increase work well-being among Chinese health care employees can be reduced through a stress management

intervention program or not. Three day training course was conducted in which 162 health care workers were participated. Paired t-tests were used for analysis. It was found that after training participants scored higher levels of job satisfaction and lower levels of burnout and improvement was found in work well-being, positive emotions, and work-family balance.

[Wu, H. 2010.] identified factors associated with occupational stress among Chinese doctors. Personal Strain Questionnaire (PSQ) was distributed to 1989 doctors working in the 20 national hospitals in Liaoning province, China out of which 1,587 (79.8%) were returned back and used for analysis. 5 point Likert scale was used for measurement. T-test, ANOVA, Correlations, descriptive analysis were used for analysis. It was found that man had higher levels of stress as compared to women. Role boundary was the most crucial factor to occupational stress in male doctors whereas the role insufficient was the most prominent in female doctors. In addition, social support, found to be the major predictor of PSQ in both male and female doctors.

[Knesebeck, L. 2010.] made an attempt analyse psychosocial stress among doctors in surgical specialties in Germany with the aid of demand control modal, effort reward imbalance modal and selected indicators. Disproportionate stratified random sampling used for selection. Total 922 hospitals were selected. A questionnaire was distributed and returned with the response rate 65%. Doctors were grouped according to modals requirement and additional indicators of stress were determined. Initially, it was found that about a quarter of hospital doctors suffered from effort reward imbalance and 22% of hospital doctors had job strain, according to demand control modal, 72% of doctors felt that their job place them under job strain, 80% exhausted by job demand, 150 of doctors in surgical department thought about giving up their profession and 44% believed that sometimes of often the quality of patient impaired due to workload. Doctors in surgical specialties

were highly stressed as compared to the general workforce in general and it is having an adverse effect on the health of doctors.

[Gregov, L. 2011.] analyzed the sources of stress, its intensity, frequency, and psychophysical and behavioral reactions in physicians working in emergency medical service and those working in health centers. A total of 160 Questionnaire was returned back and used for analysis. Convenience sampling method was used to select the sample size. Sources of Stress scale, and the Scale of Psychosomatic Symptoms were used for measurement. Exploratory factor analysis with varimax rotation, t –tests, analysis of variance and covariance, correlation, multiple regressions were used for analysis. It was concluded that Physicians working in emergency medical service found to be more stressed in almost all aspects of their work than physicians working in health centers.

[Shah, D. 2011.] Evaluated sources of job stress among the staff of a super specialty hospital. Hospital Consultants' Job Stress and Satisfaction Questionnaire, In- depth observation and personal interview were used to collect the data. The sample size was 38. The hospital staff was asked to rate each item according to the extent to which it had contributed to the stress they experienced in their jobs. A global rating of stress was also obtained. On the basis of the ratings some factors such as: underpayment (76%), excessive workload (70.3%), inadequate staff (48.6%), & being involved in the emotional distress of patients (46.7%) found to be the highest sources of stress.

[Rana, A. 2014.] made an attempt to identify the relationship between job stress and job satisfaction among the healthcare employees of public and private hospitals in Punjab. A questionnaire was distributed to 221 hospital employees. Pearson Coefficient of Correlation and T-test was used for analysis. After analyzing the data it was found that that private sector health care employees were better as compared to public sector health care employees in terms of job satisfaction and job stress

[Srivastava, P. 2017.] Researcher measured the prevalence of job stress and job satisfaction among physicians, nurses, and Paramedic staff working in public and private multi specialty center in Delhi NCR. A questionnaire was sent to 600 healthcare professionals. Descriptive Statistic & Logistic regression was used for analysis. Job satisfaction was found to be high in private health care employee (68%) as compared to public health care employee (59%). Working on weekends, feeling under pressure to meet deadlines, less chance of promotion, and been exposed to a stressful event outside of work within a year found to be an independent predictor of stress. However, the incentive system found to be effective in reducing stress and increasing the satisfaction of the health care employees in the organization.

RESULTS AND DISCUSSION

The impact of psychological stress on doctors' satisfaction has a deeper impact throughout the Society. Due to Psychological stress doctors commit mistakes and errors which in turns lead to serious consequences. stress management is the priority.

There is a strong view that starting from getting admission into the field till no end doctors life remains under stress. The impact of stress on brain effect directly or indirectly on working efficiency of MD & MS doctors and it's a measure cause which creates dissatisfaction among doctors. It has been noted that lots of suicidal cases are registered and 45 % of doctors has taken voluntary retirement.

Within the scope of review no study could be found considering psychological stress & job satisfaction among MD & MS doctors. Most of the studies carried out in relation to impact of psychological stress on Job Satisfaction were not concluded with stress reducing techniques and Job satisfaction improvement.

It becomes essential to develop and implement stress management programme. Proper training to be provided to doctors for

stress management, regular fun activities, yoga and meditation and other event to be organized so as to lower down the stress level and increasing satisfaction of MD & MS doctors. The importance of Stress management is very crucial as this will have a negative impact on their work efficiency and will be very harmful for the society.

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