

A STUDY ON QUALITY OF WORK LIFE AND STRESS MANAGEMENT IN THE PRECEPTION OF STAFF NURSES IN PRIVATE HOSPITALS IN TIRUCHIRAPPALLI DISTRICT

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Abstract

Quality of work life is significant to all the organizational inputs which leads to employees' satisfaction and influence organizational effectiveness. The importance of quality of work life is to extend jobs and working conditions that are outstanding for employees as well as economic strength of the organization. Stress and its relation with the business world is that if not handled well it might lead to illness and also increase the time offs taken by employees. As a result both, the organization and employees will be affected by it. The study covers whole Tiruchirappalli district as its universe of the study. The researcher chooses five multispecialty hospitals in the district. So each hospitals ten staff nurses were selected for the study. So sampling was confined as 50. Health sector needs high level of commitment to the patient otherwise it may loss the human life. So staff nurses quality of work life and their stress management also very important. Hospitals must take necessary steps to motivate the staff and ensure feasible work environment.

Keywords: Quality of work life, stress management, productivity and so on.

Introduction

Human perception and behavior is the concern for all. Parents are really worried about the behavior of their children, teachers complain about the lack of interest in the students, and the employers are vinegary about the lack of devoir from their employees. Technological developments can be taken as a key factor, even though advanced technology is increasing the efficiency but it has impact on work-place environment. The new form of work organization must stand for an optimal balance between technical demands of job and social needs of the people performing it. This mounting interest in the new form has been accompanied by the detonation of the term QWL.QWL will have direct and not direct association with the economic and social welfare of large portion of population which lies beyond the domain of Industry.

Quality of work life is significant to all the organizational inputs which leads to employees' satisfaction and influence organizational effectiveness¹. The importance of quality of work life is to extend jobs and working conditions that are outstanding for employees as well as economic strength of the organization. It refers to the level of motivation, satisfaction, commitment, involvement of an employees and appraising for the best performance of the employees as per Organizational objectives an individual experience with respect to their work. Improved QWL naturally helps to improve the employee's and world also improves the performance of the Industry or enterprises².

Stress at work is also increasing due to external factors such as technological advancement and changes in the economy of a country. Work stress can affect employees regardless of gender, position or type of employment. If one looks around and scans the research on stress and mainly stress at workplace, one discovers that stress is settled among the workers as an inevitable factor. Stress is linked on to one's ability to manage the recourses, environmental demands and some other unknown shortcoming to the process while doing an activity, but if it looks as a general subject then it would be evaluated as an unpredictable phenomenon.

Stress and its relation with the business world is that if not handled well it might lead to illness and also increase the time offs taken by employees. As a result both, the organization and employees will be affected by it. But tension in the business world is also good to some extent and can lead employees to be motivated to work hard and increase their efficiency. Stress that makes the employee under pressure to the point that the employee won't be able to deal with the situation affects both the employee and the company in a negative way. Stress has serious consequences for the performance of an organization. Some of the impacts that stress has on an organization are increased employee turnover, employee absence and reduced productivity. Stress Affects organizations in terms of cost as well, for example sickness absence tends to be the most obvious and most easily calculated cost.

Stress is not built in one day but over the period of time it built in humans. Stress can be physical and psychological but the good news is that with the help of organizational commitment and individual stress management people can overcome the stress.

Various diseases which cause by stress is as follows:

- Heart and cardiovascular problems
- Anxiety, depression and demoralization
- Substance abuse
- Certain cancers
- Infectious diseases
- Conflicts Injuries

¹ Bagtasos, M. R. Quality of work life: A review of literature. DLSU Business & Economics Review ,2011,Vol. 20,(2),Pp. 1-8.

² C.P Garg et al "Quality of work life an overview", International journal of physical and social science,2012 ,Vol:2,issue :3,Pp:231-242

- Back pain

Reason for Stress at Work Place:

- Low salaries
- Heavy workloads
- Lack of opportunity for growth and advancement
- Unrealistic job expectations
- Job security
- Lack of participation in decision making at work place
- Working environment

Review of literature

Ramya et al (2017) found that the relationship of job stress and quality of work life. In that study various variable such as workload pressure, lack of organizational support, home and work conflicts are considered. Person who has stress they met with accidents, do more mistake, not regular to the work place. The present study has been conducted to find out the impact of stress on quality of work life among women employees. The primary data is collected through the structured questionnaire from various organizations in the Chennai city. The sample size is 100. The result of this study concluded that there is an impact of stress on Quality work life among women employees. It is found that marital status of the women employees towards “Lack of recognition in your organization” ($f = 2.710$, $p = 0.048$) is statistically significant @5% level. So it is important that organization must provide employees stress free work environment. If organizations provide stress free environment and good working environment then the productivity of the employees will increase. There is a need to improve work environment in the organization³.

Mani and Sritharan (2014) studied the impact of the occupational stress on the quality work life of the Railway Station Masters of Tamil Nadu. This study covers only 50 Railway Station Masters of Tamil Nadu. The study was carried out by the structured questionnaire of ShriSrivatsava for Occupational Stress and ShriSanthoshDhar for Quality work life and evaluated using "Convenience Sampling Method" and by deploying the percentage, correlation and 't' Test tools, the data was analyzed. Indeed it has its own limitation in the form of accessing the employees, small quantum of respondents compared to huge station masters. The conclusion of the study is the occupational stress of station masters has got sufficient impact on the quality work life of the station masters. The stress factors of Role overload, Role Conflict, Strenuous working condition and responsibility has got its own impact on the quality work life of the station masters, as they have not that much confident on stability, growth opportunities and satisfaction⁴.

³ Ramya et al (2017) “A Study on Impact of Stress on Quality of Work life among Women Employees (With Special Reference to Chennai City)”, International Journal of Latest Engineering and Management Research, Vol. 02(11), November 2017.PP. 45-49

⁴ Mani and Sritharan (2014) “Impact of Occupational Stress on Quality Work Life among Railway Station Masters of Trichy Division”,

Mosadeghrad, A. M., Ferlie, E., & Rosenberg, D. (2011) studied the understanding of the relationships between job stress and QWL of employees, and their impact on turnover intention at Isfahan hospitals, Iran. The study employed a cross-sectional research design. A validated questionnaire was used to collect data from hospital employees. Overall, 26% of employees graded their job stress high. The major sources of stress were inadequate pay, inequality at work, too much work, staff shortage, lack of recognition and promotion prospects, time pressure, lack of job security and lack of management support. An inverse relationship was found between job stress and QWL among hospital employees. The most important predictor of QWL was disturbance handling, followed by job proud, job security and job stress. Finally, while QWL was negatively associated with turnover intentions, job stress was positively related to employees' intention to quit. Since job stress has a strong correlation with employee QWL and turnover intention, it is very important to apply the right human resources policies to increase employees' QWL and decrease subsequent turnover⁵.

Statement of the problem

One gradually attains tranquility of mind by keeping the mind fully absorbed in the Self by means of a well-trained intellect, and thinking of nothing else. Thus the mind causes actual reaction for ones' getting excited or aloof. If our mind is fully occupied and the work force starts coming even beyond the strength, then it becomes beyond the control of one's capacity. This is the exact place where the stress starts coming up. The new modern world everyday introduces new technologies and new forms. Even the learned and knowledge workers fails to update his knowledge needs manage stressful the newer situations. It is in this scenario, the psychological form of fear enter into the mind of the learned worker. This form of stress caused due to the factor that totally confine to his working area is named as occupational stress. QWL is the favorableness or unfavorableness of a work environment and it refers to the quality of relationship between employees and the total working environment. The present study is an attempt to know the relationship of quality of work life and stress management of staff nurses.

Objectives of the study

The following objectives are framed for the present study

1. To study the perception of quality of work life and stress management of staff nurses in private hospitals in tiruchirappalli district
2. To know the factors influencing quality of work life and stress management of staff nurse
3. To offer suitable suggestions to improve the productivity of staff nurses

Methodology

The present study is descriptive by nature. The study covers whole Tiruchirappalli district as its universe of the study. The researcher chooses five multispecialty hospitals in the district. So each hospitals ten staff nurses

⁵ Mosadeghrad, A. M., Ferlie, E., & Rosenberg, D. (2011). A study of relationship between job stress, quality of working life and turnover intention among hospital employees. *Health Services Management Research*, 24(4), 170–181

were selected for the study. so sampling was confined as 50. The convenient sampling technique used to select the prospective respondents.

Analyses and Interpretations

T-test

	Gender	N	Mean	Std. Deviation	
Fair and adequate compensation	Married	32	1.09	.296	T = 8.874 .005>0.05 Not significant
	Unmarried	18	1.33	.485	
Work environment	Married	32	1.22	.420	T = .735 .395>0.05 Not significant
	Unmarried	18	1.28	.461	
Job security	Married	32	1.25	.440	T = .907 .346>0.05 Not significant
	Unmarried	18	1.17	.383	
Interpersonal Relationship	Married	32	1.19	.397	T = .646 .426>0.05 Not significant
	Unmarried	18	1.39	.502	
Work life balance	Married	32	1.22	.420	T = .818 .370>0.05 Not significant
	Unmarried	18	1.17	.383	
Job satisfaction	Married	32	1.31	.471	T = 5.339 .025>0.05 Not significant
	Unmarried	18	1.17	.383	
career development	Married	32	1.31	.471	T = 6.501 .014>0.05 Not significant
	Unmarried	18	1.39	.502	
Overall perception	Married	32	12.7188	1.17045	T = .225 .637>0.05 Not significant
	Unmarried	18	12.6667	1.87867	

Research Hypothesis

There is a significant difference between marital status of the respondents and their overall perception of quality of work life

Null Hypothesis

There is no significant difference between marital status of the respondents and their overall perception of quality of work life

Tools used

Student 't' test was used in the above tale

Findings s

The above table shows that there is no significant difference between marital status of the respondents and their overall perception of quality of work life. Hence the calculated value is greater than the table value. So that research hypothesis is rejected and null hypothesis is accepted

Regression Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.027 ^a	.001	-.020	5.66296

a. Predictors: (Constant), age

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1.100	1	1.100	.034	.854 ^b
	Residual	1539.320	48	32.069		
	Total	1540.420	49			

a. Dependent Variable: overall perception of stress

b. Predictors: (Constant), age

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	40.887	2.439		16.761	.000
	Sex	-.300	1.623	-.027	-.185	.854

a. Dependent Variable: overall perception of stress

Research Hypothesis

There is a significant relationship between age of the respondents and their overall perception about stress of staff nurses

Null Hypothesis

There is no significant relationship between age of the respondents and their overall perception about stress of staff nurses

Tools used

Linear regression test was used in the above table

Findings

The above table shows that there is no significant relationship between age of the respondents and their overall perception about stress of staff nurses. Hence the calculated value is greater than the table value. So that research hypothesis is rejected and null hypothesis is accepted.

Suggestions

- Having healthy attitudes (regular times for meals times, sleeping, waking, exercise and relaxation, planning ahead for jobs, etc.) in daily life can be very comforting and encouraging, and can help in prevention or managing stress.
- Hospitals should organize proper training programmes for their employees frequently to sharpen various skills for keeping them updated with advanced technology that results in enhancement of the competency and capabilities of the workers.
- Identification of factors leading to stress is not so easy for all, hence, it is suggested that external counselors may be appointed on fixed time intervals to identify the various problems faced by the employees which cause stress at work place, so that remedial measures could be adopted by the organizations.
- The majority of the employees from private hospitals exhibited that they are not able to maintain balance between their professional and personal life which leads stress-related problems. Hence, it is suggested that alternative work schedules like flexi time, staggered hours etc. should be implemented at work place and the priorities should be fixed by the organisation as well as by individual to complete important tasks on time for making better work-life balance

Conclusion

Globalization and the fierce competitive nature of business has created lean organizations with cultures that reward people who work exceptionally hard, spend longer hours at work, and are connected to the organization 24/7 via information and communication. Health sector needs high level of commitment to the patient otherwise it may loss the human life. So staff nurses quality of work life and their stress management also very important. Hospitals must take necessary steps to motivate the staff and ensure feasible work environment.

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