

# A STUDY ON EMPLOYEES' STRESS TOWARDS ORGANIZATIONAL CULTURE IN PRIVATE HOSPITAL AT RAJAPALAYAM

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## Abstract

Hospital sector is one of the most powerful health management agencies, which plays a major role to protect the people health. Every organization and business wants to be successful and have desire to get constant progress for that they following the organizational culture. This culture leads the organization in successful manner. Organizational culture means values, beliefs, norms, system, habits, vision, environment etc, while following this culture the employees have many difficulties. Organizational Culture includes everything that influences an employee in an organization. Each hospital has its own culture, as every organization different in their culture. This may reflect in their stress levels, which may in turn reflect in the individual productivity as well as the organizational. Majority of the employees' facing the different stress level at their work place. Employees' stress leads the organization down and also it will affect the individual work and families also. For this the organization analyst the employees' stress level and give a proper remedy for their workers. So, the researcher has proposed to undertake this study to overcome the above issues.

**Keywords:** Employees' Stress, Organizational Culture, Private Hospital.

## INTRODUCTION

A hospital is a health care institution providing patient treatment with specialized staff and equipment. Healthcare in India covers not merely areas of providing medical care, but also all aspects of preventive care. It includes the medical care rendered by the public sector and the initiatives taken by the private sector. The health care industry in recent years has reorganized its service delivery system in order to carry on in an unmoved environment resulting from maturation of the industry, reduced funding, and increased competition. If one is sick, he/she goes to the doctor and expects him to fix it. If the doctor can't, he/she expects him to send the patient to a specialist who can. And the patient wants the full range of medical services regardless of his/her ability to pay. Thus, the post-modern hospital is a far different place as a result of the constant change in the needs and expectations of patients.

Stress is a part of each day life and not necessarily a negative fact, being a physiological stimulus usually connected with human-environment communications. Stress, particularly work-related stress, has aroused growing interest across the globe in recent years. The workplace has changed radically due to globalization of the economy, use of new information and communication technology, growing diversity in the workplace (e.g. more women, older and higher educated people, as well as increased migration), and an increased mental workload.

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Organizational culture is in the present day word of work scenario has occupied greater importance and relevance as a result of humanization of work environment. Work being central to an organization, motivation to work or values placed on work have been drawing the attention of researchers for developing the strategies to enhance human motivation and the performance in the work situation specially, where rapid changes are taking place in the economic and business environment in the country.

## **OBJECTIVES:**

- To study the employees' stress towards organization culture in private sector hospital.
- To find out the factor influencing the employees' stress on organizational culture.
- To determine the effect of organizational culture on employees' stress.

## **REVIEW OF LITERATURE**

**Hakan ERKUTLU, Jamel CHAFRA, Birol BUMOON (2011),<sup>3</sup>** the results offer several implications for practicing managers. They are working in a culture, aggressive work culture; relationship- oriented cultures are practice. Working in a culture high in respect for people, leaders may lower job stress, respectful and sensitive. Aggressive work culture, tremendous pressure to perform and deliver results leads to work-related stress. Relationship – oriented culture which provides opportunities for social interaction among employees', share information to reduce uncertainty about the jobs, all workers are valued, praise good performance. Organization may develop this culture, which lead to reduced job stress.

**Muhammad Umar Bin Ajmal, Sana Irfan (2014),<sup>4</sup>** this study shows that between job stress and job satisfaction there is negative relation and when ever Islamic work ethics is introduced as a moderator, it strengthens their relationship even more. This study reveals that job stress has positive impact on turnover intention and when their relationship is tested with Islamic work ethics as a moderate. It shows insignificant negative relationship with each other.

**Olulana Bamidele Samuel (2015),<sup>5</sup>** this study shows the every organization has its own different values, beliefs, and norms. All organizations should endeavor to entrench a culture to be strong and supportive, will promote a strong motive, reduce stress level and increase organizational performance. Though cultural and attitudinal modify is difficult to reach the action will create a culture that reduce employees' stress in the organization.

**Sarath p, Manikandan K (2016),<sup>6</sup>** this study explored that the interactions among organizational culture, types of bank and educations does not shows any significant influences on overall work stress and its dimensions- demand, control and role, except support. It also revealed that the interaction of educational qualification and organizational culture, little effect was emerged. It is important to there was no significant influence of Organizational culture on overall work stress and its dimensions at any level. The outcome for education qualification was just as organizational culture except for to work stress element.

## **STATEMENT OF THE PROBLEM**

<sup>3</sup> Hacettepe Üniversitesi (Eitim Fakültesi Dergisi (H. U. Journal of Education) 40: 198-209 [2011] ORGANIZATIONAL CULTURE'S ROLE IN THE RELATIONSHIP BETWEEN POWER BASES AND JOB STRESS GÜC KAYNAKLARI VE STRES ARASINDAKOZUDE ÖRGÜT KÜLTÜRÜNÜN ROLÜ Hakan ERKUTLU\*, Jamel CHAFRA , Birol BUMOON.

<sup>4</sup> IOSR Journal of Business and Management (IOSR-JBM) e-ISSN: 2278-487X, p-ISSN: 2319-7668. Volume 16, Issue 1. Ver. IV (Jan. 2014), PP 62-67 www.iosrjournals.org www.iosrjournals.org 62 | Page Understanding the Moderating Role of Islamic Work Ethics between Job Stress and Work Outcomes Muhammad Umar Bin Ajmal, Sana Irfan Foundation University Rawalpindi Campus

<sup>5</sup> The Effects of Organisational Culture and Stress on Organisational Employee Commitment Management p-ISSN: 2162-9374 e-ISSN: 2162-8416, 2015; 5(3): 96-106 doi:10.5923/j.mm.20150503.03. Olulana Bamidele Samuel Former Dean, School of Management and Business Studies, Yaba College of Technology, Yaba Lagos, Nigeria

<sup>6</sup> The International Journal of Indian Psychology ISSN 2348-5396 (e) | ISSN: 2349-3429 (p) Volume 3, Issue 3, No. 6, DIP: 18.01.098/20160303 ISBN: 978-1-365-11998-9 April - June, 2016 I Sarath p, Manikandan K; . Organizational Culture and Work Stress among Bank Employees Sarath, P.1\*, Manikandan, K.2

Most of the employees have their stress on condition of employment, excessive working hours, work overloaded, and lack of proper infrastructure. Especially, the women workers working in hospital industries are facing many problems like night shift, working environment. It will reflect in employees' attitude. Mostly this will affect the hospital motive and personal life also. So, overcome these problem hospital sectors have focus on their employees' attitude and satisfaction.

## RESEARCH METHODOLOGY

- Descriptive research design is used in this study.
- Sampling method used for the study is convenient random sampling.
- Primary data was collected from private hospital sector in Rajapalayam. Secondary data was collected from various journals, books and website.
- Sample size is 150. There are 150 employees from private hospital sector are taken for the study.
- Statistical tools such as percentage analysis, mean, and weighted average.

## RESULTS AND DISCUSSION

Table- 1

### Demographic factors of the respondents (Percentage Analysis)

<b>Table 1</b>		
<b>Demographic Factors</b>	<b>Category</b>	<b>Percentage of the respondents</b>
<b>1. Gender</b>	Male	46
	Female	54
	<b>Total</b>	<b>100.0</b>
<b>2. Age</b>	20-30	41.3
	31-40	37.3
	41-50	14.0
	51-60	7.3
	<b>Total</b>	<b>100.0</b>
<b>3. Educational qualification</b>	School	18.7
	Diploma	54.7
	Ug	26.7
	<b>Total</b>	<b>100.0</b>

Source: Primary data

From the above table, it is inferred that 54% of the respondent are female, 41% are belongs to age group of 20-30, 55% of the respondents are having diploma qualification.

## MEAN AND STD. DEVIATION

Table - 2

<b>Factor</b>	<b>Mean</b>	<b>S.D</b>
Headache	3.43	1.058
High blood pressure	3.53	0.935

Stomach disorder and ulcer	2.27	1.085
Chest pain	1.65	0.812
Back pain	2.65	1.078
Skin irritation and allergies	2.02	1.033
Diabetes	2.65	0.935
Asthma	1.87	1.154
Sleep disturbance	2.83	1.085
Depression	3.33	1.079
Poor concentration	3.24	0.750

**Source:** Primary data

It is clear that about the table shows that high blood pressure got first rank and its mean score is 3.53, headache got second rank and its mean score is 3.43. It indicates that the employees in organization have affected mostly from the above problems. The organization should concentrate on the employees health issues.

#### Weighted average

**Agreement level of stress level in private hospital**

**Table-3**

S.No	Facilities	Total	Weighted average	Rank
1.	Work load	175	1.17	17
2.	Poor salary	234	1.56	15
3.	Time pressures	414	2.76	3
4	Frequent travel	362	2.41	7
5	Repetitive and boring work	426	2.84	2
6	Poor and unplanned work	436	2.91	1
7	Lack of career development	373	2.49	6
8	Shortage of required resources	328	2.19	10
9	lack of job security	252	1.68	14
10	Lack of job recognition	384	2.56	4
11	Increased absenteeism	354	2.36	9
12	Decreased productivity	376	2.51	5
13	Wasted potentials and skills	299	1.99	11
14	Loss of goodwill	273	1.82	13
15	Reduce work effectiveness	355	2.37	8
16	Low morale	297	1.98	12
17	Reduce job satisfaction	192	1.28	16

**Source:** Primary data

It is clear that about the table shows that poor and unplanned work got first rank and its mean score is 2.91, repetitive and boring work got second rank with the mean score at 2.84. Work load and reduce job satisfaction got the last rank and its mean score of 1.17, 1.28. It indicates that the employees have lot of work load and reduce job satisfaction in the organization.

## FINDINGS

### Weighted average

- From weighted average analysis, it identified that employees have facing lot of work load.
- From weighted average analysis, it indicates that employees having low job satisfaction.

### Mean

- From mean analysis, it identified that the employees in organization have affected mostly from high blood pressure and headache.

## SUGGESTION

- Most of the respondent feels that they offered more work load of employees in private hospital. Hence, it is suggested that they may apportioned optimum workload so as to satisfy their jobs. Working conditions in terms of flexibility, workload and working hours should be tuned in such a way that they do not serve as barriers in maintaining work life balance which is essential for individual and social development.
- Organization has to concentrate mostly on employees' health and mental issues. Health camp is conducted to overcome the problem of employees. Organization arranged the recreation trip for employees of regular interval.

## CONCLUSION

Organization culture is central to any activity in the organization. The present study shows that majority of the respondents were work overload, low employees job satisfaction and health issues. Because of these factor employees were facing stress which impairs their performance at work. The organization should adopt strategies like work sharing, arranging flexible working hours, providing health camp are stress relieve activities.

## REFERENCES

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