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“A comparative study to assess occupational stress level among male and female class 4th employees of AIIMS hospital Raipur.”

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STATEMENT OF THE PROBLEM

“A comparative study to assess occupational stress level among male and female class 4th employees of AIIMS hospital Raipur.”

OBJECTIVES OF THE STUDY

1. To assess occupational stress level among male and female class 4th employees.
2. To find out association between selected demographic variable and occupational stress level.
3. To compare occupational stress level among male and female class 4th employees.
4. To develop a booklet regarding coping strategies to overcome occupational stress.

CONCEPTUAL FRAMEWORK OF THE STUDY

This study is intended to assess and compare occupational stress among male and female class 4th employees, keeping this in mind the present study uses theoretical framework based on “Modified Neumann’s system model 1970”.

HYPOTHESIS

All hypotheses will be tested at 0.05 level of significance.

- **R H₁** . There will be statistically significant relationship between selected demographic variables and occupational stress level
- **R H₂** . Females will be having statistically more occupational stress than males class 4th employees

ASSUMPTIONS

- It is assumed that male and female class 4th employees are likely to have some level of occupational stress.
- It is assumed that all participants will answer honestly in this study.

DELIMITATION

This study is delimited to

- Employees who have working experience in the hospital more than one year
- Employees who belongs to age group of 20 to 60 years.
- Only class 4th employees who will be available to the investigator during the time frame of one month.

MATERIALS AND METHODS

It is a comparative study design to assess occupational stress level among male and female class 4th employees of selected hospital at RAIPUR.

RESEARCH APPROACH:-

Exploratory research approach was selected for the study.

RESEARCH DESIGN:-

A comparative research design was selected for study.

VARIABLE:-

(A)INDEPENDENT VARIABLE:-

In this study over workload and lack of support system, relationship with superior is the independent variable of this study.

(B)DEPENDENT VARIABLE:-

In this study dependent variable is the experienced occupational stress by the class 4th employees.

(C)ATTRIBUTE VARIABLE:-

In this study it refers to age, gender and family income, education and occupation.

SOURCE OF STUDY

***SETTING:-**The study was conducted in AIIMSHospital in Raipur.

***POPULATION:-**The population in this study consisted of male and female class 4th employees of AIIMS hospital (all Hospital Attendants and BVG Group worker).

METHODS OF COLLECTION OF DATA

• Sample:

In this study, sample comprised of all male and female class 4th employees working in AIIMS Hospital. There are 200 class 4th employees in the AIIMS Hospital.

• Criteria for selection of the samples

Inclusion criteria:

1. Hospital attendants (Ward boys) and BVG (ayah bai) between the age group of 20 to 60 years who are working in AIIMS Hospital.
2. Both male and female class 4th employees.
3. Both temporary and permanent class 4th employees are included.
4. Class 4th employees who are ready to participate in the study.
5. Class 4th employees who can understand and respond in Hindi.

Exclusion criteria:

1. Class 4th employees who are having less than one year of working experience.
- **Sampling technique:** - Quota sampling technique.
 - **SAMPLE SIZE:-** In this study the sample size would consist of 80 male and female class 4th employees working in AIIMS Hospital (40 ward boys and 40 ayah bai).

DATA COLLECTION METHOD:-

Employees were chosen by quota sampling technique.

***Structured interview schedule and occupational rating scale** was administered.

DATA ANALYSIS :-

The data was analyzed using both **Descriptive and Inferential statistics** on the basis of objectives and hypotheses of study.

RESULTS

There was a significant $\chi^2 = 46.91$ ($P < 0.05$) association between educational status and occupational stress level.

Relationship with superior and co-worker findings were males (70%) had moderate stress compare to female (62.5%) class 4th employees.

In the area of working condition and attitude moderate type of stress was same (77.5%) among male and female class 4th employees but severe type of stress was found more in females (10%) than the males (2.5%) class 4th employees.

Regarding the support system females was having more stress (77.5%) compare to male class 4th employees (72.5%) but severe type of stress related to support system was more in males (27.5%) than the females (22.5%) class 4th employees.

INTRODUCTION:-

“Small minds are much distressed by little things.
Great minds see them all but are not upset by them.”

— Francois de La Rochefoucauld

Occupational stress is defined as the physiological and emotional responses that occur when workers perceive an imbalance between their work demand and their capability and resources to meet these demands. The imbalance is such that the worker perceived they are not coping in situations where it is important to them that they cope.

Work related stress is making news these days both in high profile newspapers and in human resources related publications. Recently in march (2004) the conference board of Canada held a conference on “work place health and well being in Toronto” where delegates from among various industries got together to hear presentations and discuss some of the latest finding that stress, anxiety and depression are top most concern work or job.

Where does all that stress come from? A number of factors, but the most predictive of stress was the employee's relationship with the immediate supervisors. Apparently good management pays off. Bad management costs money.

Three dimensions determine the level of occupational stress: life situations, work and self. The balance between the causes of stress and available support systems determines one's ability to cope effectively with stress

As employees are working longer hours and bringing more work home at night, more and more pressure is being placed on work, family relationships and more emphasis on the coordination of work and vacation schedules and the search for child care options has become prominent and very stressful. Transfer and promotion also leads to stress. If female employee is transferred to other city how she can leave her family and children? And if male is transferred to other city or country he can undergo cultural shock and may experience isolation. Females also feel more stress because of family problems example: female workers feel more

Stress because of night shifts as they have to look after their family.

BACK GROUND OF THE STUDY

Stress in the society is very prominent in both personal as well as professional life. None of the occupation is free from stress. Stress, in general, and occupational stress, in particular, is a fact of modern day life that seems to have been on the increase. The topic is, therefore, still popular, although it occupies academics' and practitioners' attention now for more than half a century. Occupational (job, work or workplace) stress has become one of the most serious health issues in the modern world, as it occurs in any job and is even more present than decades ago. (Lu et al; 2003, 479) Stress, in general, can be defined as the reaction of individuals to demands (stressors) imposed upon them. It refers to situations where the Ill-being of individuals is detrimentally affected by their failure to cope with the demands of their environment. (Erkutlu & Chafra, 2006, 287) Occupational stress, in particular, is the inability to cope with the pressures in a job, (Rees, 1997) because of a poor fit between someone's abilities and his/her work requirements and conditions. (Holmluld Rytkenon & Strandvik, 2005) It is a mental and physical condition which affects an individual's productivity, effectiveness, personal health and quality of work. (Comish & Swindle, 1994, 26) .

Stress in society is not something that is invisible. Person whether a child, adult, men, women, employed, unemployed everyone is facing stress in his/her own way. Occupational stress, in particular, is a fact of modern day life that seems to have been on the increase. Occupational (job, work or workplace) stress has become one of the most serious health issues in the modern world, as it occurs in any job and is even more present than decades ago. (Lu et al; 2003, 479) Stress, in general, can be defined as the reaction of individuals to demands (stressors) imposed upon them. It refers to situations where the Ill-being of individuals is detrimentally affected by their failure to cope with the demands of their environment. (Erkutlu & Chafra, 2006, 287) Occupational stress, in particular, is the inability to cope with the pressures in a job, (Rees, 1997) because of a poor fit between someone's abilities and his/her work requirements and conditions. (Holmluld Rytkenon & Strandvik, 2005) It is a mental and physical condition which affects an individual's productivity, effectiveness, personal health and quality of work. (Comish & Swindle, 1994, 26) Occupational stress has been associated with burnout, which is considered a product of long term exposure to stress. (Burke & Green glass, 1994; Mearns & Cain, 2003). It has also been strongly associated with temporary and chronic illnesses, such as headache, hypertension, reduced immune response, stomach complaints, depression and stroke. (Ashcraft, 1992; Burke & Greenglass. When stress was first studied in the 1950s, the term was used to denote both the causes and the experienced effects of pressures.

METHODOLOGY

It is a comparative study design to assess occupational stress level among male and female class 4th employees of AIIMS hospital at Raipur.

In this study comparative research design is used. The research design for the present study is depicted in schematics representation in 3 phases:

1. 1st phase – includes
 - Target population- (all male and female class 4th employees)
 - Accessible population-- (all ward boys and ayah bai)
 - Sampling technique/ sampling –(Quota sampling)
 - Sample – 80 (40 Has (ward boys) and 40 BVG worker (ayah bai)
2. 2nd phase- it include
 - Tool and data collection procedure—(occupational rating scale and structured interview)
3. 3rd phase – it includes
 - Data analysis and interpretation—(descriptive and inferential statistics)
 - Reporting thesis

RESEARCH APPROACH:-

Exploratory research approach was selected for the study.

RESEARCH DESIGN:-

A comparative research design was selected for study.

VARIABLE:-

(A)INDEPENDENT VARIABLE:-

In this study over workload and lack of support system, relationship with superior is the independent variable of this study.

(B)DEPENDENT VARIABLE:-

In this study dependent variable is the experienced occupational stress by the class 4th employees.

(C)ATTRIBUTE VARIABLE:-

In this study it refers to age, gender and family income, education and occupation.

DATA ANALYSIS AND INTERPRETATION

SOURCE OF STUDY

***SETTING:-**The study was conducted in AIIMS HOSPITAL in Raipur.

***POPULATION:-**The population in this study consisted of male and female class 4th employees of AIIMS HOSPITAL (all Hospital Attendants and BVG Group worker).

METHODS OF COLLECTION OF DATA

• **Sample:**

In this study, sample comprised of all male and female class 4th employees working in AIIMS Hospital. There are 200 class 4th employees in the AIIMS Hospital.

• **Criteria for selection of the samples**

Inclusion criteria:

6. Hospital attendants (Ward boys) and BVG (ayah bai) between the age group of 20 to 60 years who were working in AIIMS Hospital.
7. Both male and female class 4th employees.
8. Both temporary and permanent class 4th employees are included.
9. Class 4th employees who were ready to participate in the study.
10. Class 4th employees who could understand and respond in Hindi.

Exclusion criteria:

2. Class 4th employees who were having less than one year of working experience.

• **Sampling technique:** - Quota sampling technique.

• **SAMPLE SIZE:-** In this study the sample size consisted of 80 male and female class 4th employees working in AIIMS Hospital (40 ward boys and 40 ayah bai).

DATA COLLECTION METHOD:-

Employees were chosen by **quota sampling technique**.

***Structured interview schedule and occupational rating scale** was administered.

Table: 1 Association between occupational stress level and demographic variable(N = 80)

Groups	Mild Stress	Moderate Stress	Severe Stress	Df	χ ² value
Work experience					
• < 5 years	0	7	1	6	8.54 NS
• 6 – 10 years	0	7	1		
• 11 – 15 years	0	8	2		
• > 15 years	4	49	1		
Income/month employees					
• <4000 Rs	1	18	2	6	1.85 NS
• 4001 – 8000 Rs	2	24	1		
• 8001 – 10000 Rs	1	23	2		
• 10000 Rs	0	6	0		
Spouse job					
• Unemployed	1		1	10	4.74 NS
• Self employed	2		2		
• Private	1		1		
• Semi –Govt	0		0		
• Government	0		0		
• Not applicable	0		1		

Type of appointment					
• Permanent	3		3	2	0.27 NS
• Temporary	1		2		
• Contract basis	0		0		

P < 0.05*

P < 0.01**

P < 0.001***

NS – Non significant S – Significant

Working experience χ^2 value was 8.54 which was non significant.

Computed χ^2 value (1.85) shows that, there is no significant association between monthly income of the employees and stress level. Over all found that there was no significant association between occupational stress and demographic

variables e.g.- age group, gender, marital status, religion, work experience, income/month of employee, spouse job and type of appointment except significant association between occupational stress and the educational status of the class 4th employees.

Table: 2 Comparison of occupational stress level among male and female class 4th employees.

N = 80 (40 + 40)

Employees	Mild Stress		Moderate Stress		Severe Stress	
	Frequency (n)	Percentage %	Frequency (n)	Percentage %	Frequency (n)	Percentage %
Male	4	(10%)	33	(82.5%)	3	(7.5%)
Female	0	0	38	(95%)	2	(5%)

Data presented in table no 4 shows that mild stress was found in only male class 4th employees that were 10%. Moderate occupational stress was found in both male and female employees but moderate occupational stress was found more common in female compare to male class 4th employees. 82.5% male were having moderate occupational

stress while 95% of female were having moderate stress. 7.5% of male employees were having severe occupational stress and 5% female were having severe stress. Severe stress is more common in male and moderate stress is more common in female.

Table: 3 Mean score of stress level, mean difference, S.D. and 't' value of male and female class 4th employees.

(N = 80)

Group	Mean score of Stress level	Mean difference	S. D.	't' value
Male class 4 th employees	81.62	1.68	10.65	3.16** S
Female class 4 th employees	83.3			

P < 0.05*

P < 0.01**

P < 0.001*** S – Significant

Stress level in between male and female class 4th employees 't' value (t = 3.16) shows that there was significant difference, but the mean score level of female class 4th employees (83.3) is more than male class 4th employees (81.62). It indicates that female class 4th employees having more stress than male class 4th employees.

RESULT

There was a significant $\chi^2 = 46.91$ (P < 0.05) association between educational status and occupational stress level.

This study shows that mild occupational stress was found in only male class 4th employees. Out of 40 male class 4th employees, 4 (10%) were having mild occupational stress but female class 4th employees were not having mild type of occupational stress. Percentage of moderate occupational stress was found more in female compare to male class 4th employees. Out of 40 male class 4th employees, 33 (82.5%) were in category of moderate occupational stress

while out of 40 female class 4th employees 38 (95%) were having moderate type of occupational stress. Male class 4th employees, 3 (7.5%) were having severe type of occupational stress and out of 40 female class 4th employees only 2 (5%) were having severe type of occupational stress. Area wise comparison among male and female class 4th employees findings shows that works symptoms related mild stress was more in males (37.5%) than female (22.5%) class 4th employees. Moderate stress related to work symptoms was more in females (72.5%) than males (60%). Severe type of stress related work symptoms was more in females (5%) than the male class 4th employees (2.5%).

Relationship with superior and co-worker findings were males (70%) had moderate stress compare to female (62.5%) class 4th employees.

In the area of working condition and attitude moderate type of stress was same (77.5%) among male and female class 4th

employees but severe type of stress was found more in females (10%) than the males (2.5%) class 4th employees.

Regarding the support system females was having more stress (77.5%) compare to male class 4th employees (72.5%) but severe type of stress related to support system was more in males (27.5%) than the females (22.5%) class 4th employees.

CONCLUSION

After the detailed analysis, this study leads to the following conclusion: -

Data presented in table no 4 shows that mild stress was found in only male class 4th employees (10%). Moderate occupational stress was found in both male and female employees but moderate occupational stress was found more common in female compare to male class 4th employees. 82.5% male were having moderate occupational stress while 95% of female were having moderate stress. 7.5% of male employees were having severe occupational stress and 5% female were having severe stress.

There was significant association between occupational stress and educational status. Low educational attainment was a significant risk factor for occupational stress. It is concluded that mild stress was found only in male class 4th employees, moderate occupational stress was present in both group but it was more in female class 4th employees. The hypothesis $R H_1$ made by the investigator that, there would be a significant relationship between selected demographic variable and occupational stress was accepted with only one variable that is educational status. Hypothesis $R H_2$ made by the investigator that female class 4th employees will be having more stress was accepted.

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