

A Study on Occupational Stress among the Doctor's in Private Sector Hospitals at Bangalore Urban District

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Abstract

As per the reports, the doctor-population ratio in India is 1:1456 against the WHO recommendation of 1:1000. The survey also mentions the initiatives the government has taken to address the shortage of doctors. In continuation with SDG of UN, India's Prime Minister Narendra Modi said that the "Sustainable development of one-sixth of humanity will be of great consequence to the world and our beautiful planet.". Health is a core dimension of the SDGs; goal 3 aims to "ensure healthy lives and promote wellbeing for all at all ages". Health-related indicators- directly pertaining to health services, health outcomes, and environmental, occupational, behavioural, or metabolic risks with well-established causal connections to health- are present in 10 of the other 16 goals. The health care market can expand three-fold to Rs 8.6 trillion (US\$ 133.44 billion) by 2022. Indian health care the travel industry advertise is developing at the pace of 18 percent year on year and is relied upon to reach US\$ 9 billion by 2020. Hence, health industry has a very good scope to grow, there is terrible shortage of doctors in the country. The level of stress on the doctor is very high and leading to stress among them. The study aims at assessing the occupational stress of doctors in hospitals at Bangalore and degree of variability of risk and its attributes. The study uses the Spearman correlation coefficient and Friedman ANOVA to find the relationship between factors which causes stress to doctors and work balance environment. The study concludes that as per the responses of doctors they are not got stressed because of deadline pressure, long working hours, high data documentation etc. They feel stressed towards insufficient holidays, harassment from management, inadequate support system, and inadequate colleagues support at workplace.

Key Words: National Health Policy, Sustainable Development Goals, Health care in India, Occupational Stress, Medical Education

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I. Introduction

The Indian government recently adopted the National Health Policy in March 2017 (NHP-2017) to strengthen the health sector. The UN supports India in achieving the goal of the recently adopted National Health Policy 2017 (in line with SDG-3) to "attain the highest possible level of health and well-being for all at all ages through a preventive and promotive health care orientation in all developmental policies, and universal access to good quality health care services without anyone having to face financial hardship as a consequence".

With the objective of "leaving no one behind", the UN General Assembly adopted the universal, integrated and transformative 2030 Agenda for Sustainable Development together with a set of 17 Sustainable Development Goals (SDGs) in 2015. At the 2015 United Nations summit, India's Prime Minister Narendra Modi said that the "Sustainable development of one-sixth of humanity will be of great consequence to the world and our beautiful planet.". Health is a core dimension of the SDGs; goal 3 aims to "ensure healthy lives and promote wellbeing for all at all ages". Health-related indicators- directly pertaining to health services, health outcomes, and environmental, occupational, behavioural, or metabolic risks with well-established causal connections to health- are present in 10 of the other 16 goals. India is the country which suffers with as many issues with regard to health care. The current biggest challenge India's public and private healthcare sector is facing is revolutionising medical education. Most medical education in the country is controlled by private medical colleges charging over a crore rupee for an MBBS seat or more than Rs 2- 3 crores for post-graduate seats. We have to ensure that medical education is affordable.

The health care market can expand three-fold to Rs 8.6 trillion (US\$ 133.44 billion) by 2022. Indian health care the travel industry advertise is developing at the pace of 18 percent year on year and is relied upon to reach US\$ 9 billion by 2020. There is a noteworthy degree for upgrading social insurance administrations thinking about that human services spending as a level of Gross Domestic Product (GDP) is rising. The

administration's consumption on the wellbeing segment has developed to 1.4 percent in FY18E from 1.2 percent in FY14. Medical coverage is picking up energy in India. Net direct premium pay endorsed by medical coverage developed at 14.70 percent y-o-y to Rs 42,328.18 crore (US\$ 6.06 billion) in FY20 (up to January 2020). As per the reports, the doctor-population ratio in India is 1:1456 against the WHO recommendation of 1:1000. The survey also mentions the initiatives the government has taken to address the shortage of doctors. The level of stress on the doctor is very high and leading to stress among them. The study aims at assessing the occupational stress of doctors in hospitals at Bangalore and degree of variability of risk and its attributes. The study uses the Spearman correlation coefficient and Friedman ANOVA to find the relationship between factors which causes stress to doctors and work balance environment. The study comprises of four chapters, first chapter is about the introduction of the topic, its significance and market base. The second chapters comprise of review of literature and third chapter is dedicated to data analysis and fourth chapter offers concluding comments.

II. Literature review

M. Kotteeswari and Dr.S.TameemSharief (2014) Observed Stress is a biological concept that refers to the effects of the human or animal body's inability to react adequately to emotional or physical threats to the organism, whether it is real or perceived. Stress refers to the tension created by the conflict between our external world and us, resulting in physical and emotional distress. The Outsourcing business process (BPO) market is one of the fastest growing sectors in the global scenario. India's BPO industry is known for its high turnover and large job base. The present environment is the business environment, as it gives birth to the country's corporate progress. The BPO sector is also becoming the Indian part of the economy, as the tremendous growth of the BPO sector in recent years has resulted in significant changes in the lives of its young workforce. The study aimed to find out the factors that caused job stress and explain how job stress factors influenced the performance of employees working in BPOs. The study used chi-square test and the findings confirm that the majority of employees agree that their performance is affected by job stress factors or work stress. We can not rely on their job properly. They reported they are experiencing stress in the workplace regardless of gender and both the employer and the employee adopt certain stress management techniques to alleviate the stress.

Priya Xavier and K. Prabhakar (2016) There is broad consensus among police officials that day-to-day exposure to human suffering, pain, trauma and deviancy affects police officers under their authority. When interacting with a suspicious and aggressive population, there is ample knowledge of the stress police officers encounter. Issues that police officers face as highly visible members of the justice system in their everyday positions include moral dilemmas, obstacles and related grievances. Exposure to repeated stressors and potentially life-threatening conditions will cause police officers to burn out. This work may lead to the lack of psychological-related research especially in relation to law enforcement. From this analysis it is concluded that police officers face both administrative and physical / psychological stressors in their profession. Study found that, relative to the nature of the job, administrative / organizational stressors lead more to burnout. Therefore, it is recommended that police officers take concrete steps to reduce the administrative tension sources.

R.G. Ratnawat (2017) said that Stress is misunderstood and misinterpreted several times which leads to problems that can be avoided. So it's important to understand the stress well before you think about handling it. Occupational stress is a significant and costly problem, and the goal for companies is to manage job stress in order to reduce health care costs and increase productivity. It may result in increased health concerns leading to higher absenteeism and turn-over rates, more injuries and poor job results. Although there is consensus among researchers on the terminology adopted which is related to stress. The research was carried out by scanning and analyzing articles and studies published in numerous newspapers and books, with the exception of a few articles published before 1990. The search keywords included stress, stressors, workplace stressors, stress factors, work performance, employee performance etc. To classify the applicable literature, a manual search of bibliographies on related papers was also carried out. The scope of the studies examined in this article is limited to the impact of occupational stress (distress) on various aspects (dimensions) of employment performance in work settings. Several job dimensions are considered for analysis according to the model, these should be chosen after due validation based on their importance and relevance. In order to determine the most significant and important factors that could be OSI packages, a questionnaire survey may be performed by taking the above 35 variables and missing variables where any. Using Exploratory Factor Analysis (EFA), these factors can be calculated followed by multiple regression. Alternatively Confirmatory Factor Analysis (CFA) may be applied directly to determine the most important OSI and their effects on job performance as the stressors are already established based on the theory available.

Harajyoti mazumdar et.al (2012) examined that Students tension is an unavoidable condition that is often seen in their lives. Postgraduate students were easily the object of stress compared with graduate students. The principal cause of stress among the students were factors such as physical and emotional, family, job, relationship and social. Students still have a question about their exam results and secure a successful career. There were several other factors that lead to the stress, such as physiological, social, and psychosomatic. The

dysfunctional relationship and alcohol used display the highest number of behavioral causes and the lowest. Anger, low self-esteem, low confidence, depression and anxiety were some of the significant psychological factors that students noticed. At the other hand, it included multiple psychosomatic causes such as anxiety, sleep disorders, tachycardia, ulcers and high blood pressure. Such factors lead to stress among students at graduate and postgraduate levels. In the research it is found that the male and female students have different levels of stress symptoms. In females, headache, blood pressure, anxiety, back pain, neck pain, appetite and skin rashes were observed more predominantly. Bad sleeping habits, hair falls, irregular moods, heart disease and depression were found to be more common in males

Wilson Nicolau Fernandes and R. Nirmala (2017) said that Workplaces have the potential to cause stress, but nurses may have a more stressful work environment than other health care professionals. There are many factors unique to the nursing profession that have been associated with stress. Personnel shortage, death and suffering of patients, workload, time constraints, patient and relative demands, vulnerability to infection, etc., are few stressors to mention that make nurses vulnerable to occupational stress. Today tension in the workplace has been a common problem in the health care sector. Stress in the workplace causes not only personal harm to people, but also organization. Operating in an environment in which nurses work with individuals is particularly exhausting, treating and delivering treatment to patients with a wide variety of illnesses, accidents and an even wider range of treatments required to save or improve patients' quality of life. Understanding reality and continuing with what they need to do with their patients some stress management techniques used by nurses help to adjust and deal with stress in the workplace. The nursing profession requires a high level of responsibility for the patient care. According to review research, the report concludes that very few research have been recorded in India regarding the nurses' workplace stress and coping strategies. Internationally, stress and coping have been thoroughly researched; those results may not be very important for nurses in India. Because of the facts such as their expectations, the facilities provided at the international hospital settings and the provision of health services are different from those in India, it may not be reasonable to use the findings of previous international studies to understand stress and coping among Indian nurses.

Preetisarda' (2015) said that Today 's life faces all sorts of difficulties and obstacles that hamper its daily functioning and much of the time the strain is too difficult to bear. Unless we are supposed to satisfy the evolving demands, then we are under stress. Research indicate that stress is a detrimental state of mind and that stress is controllable because the state of mind is changable. Through implementing various stress reduction strategies and understanding exactly where the stress comes from, tension can be released to a greater degree to provide a sort of relief to trust boost. The causes of stress and stress-control strategies are specifically outlined in the following report. Tension and tension have become a part of a major problem for people in today's competitive environment. Several tension strategies were put forward, and some succeeded, and some failed. However, it is inevitable to know what exactly 'Stress' is and why stress control techniques are required before implementing the stress control techniques. Stress is a pressure, pain, stress, suffering, breakdown, anxiety or depression. The purpose of the Ozone Hospital's stress management activities and to recognize the factors that cause stress to the staff at work. According to the report, the employee's ill health are the major stressors found in Ozone Hospitals, high standards of the superior, record work hours within the company. Organization needs to start handling people differently at work, treating them with dignity and valuing their commitment. When we boost the employees' psychological well-being and wellbeing, the company will allow more sales as well as retention of employees in the coming future. Since "A good employee is a successful employee" is considered.

Priyeshajain, Akhil Batra (2015) observed that Stress is not necessarily bad, because some individuals are able to work much better with some amount of stress because it provides them with energy, inspiration, and a slight feeling of euphoria, but the problem is that too much stress or constant stress may have detrimental physical, mental, and emotional effects on the mind and body of a person. Efforts to achieve a target or goal set are always in the minds of many, but putting health at risk will mean reversing yourself to achieve that goal as undue stress will interfere with efficiency and impair physical and emotional health. An individual's willingness to cope with it may for themselves mean the difference between success and failure. In their work environment, a person can not control anything, but that doesn't mean being powerless — even when trapped in a tough situation. The goal of the study was to identify the root cause of work-related stress and to examine the factors associated with job stress and to dig into the inadequacy of the organization's managers and employers in coping with work-related stress issues at times and the role of the department of HR in it. The study concludes that stress is inevitable and has a direct impact on the quality of work. This is definitely controllable, but on a daily basis this needs therapy of workers. Office atmosphere and manager support are the main reason for work stress. Within the team and with the manager, if there is cooperation and coordination, one feels motivated to give their best. Workplace friendly environment decreases tension because of heavy workload. Getting together party on weekends as well as group trips to tourist spots will help to alleviate mental stress. Focusing on stress management strategies is more important than just understanding the source of the stress alone. The only way to handle stress is to ensure that there is a proper balance between good stress and

poor stress. Staff need good stress to stay motivated and successful. The supervisors should be nice and the workers should be inspired to drive them to do better and keep trying. Feedback is important so it is important to balance both the negative and constructive feedback.

Ms. Lopamudrapattnaik, Ms. Ashamayee Mishra (2011) said that Stress is a momentous phenomenon. This is an incredibly subjective experience. It is generally dependent on the perceptions of history, personality, and environmental conditions. Stress is a part of life and is created by a person's constantly changing circumstances. And a certain amount of stress is inevitable. Over several years scholars in psychology, sociology, medicine and also in management have been researching stress because of its complex existence. Some stress is important for individual development and even some stress can lead to serious causes of ailment. The task is an important ingredient for successful and safe work. Challenge can be described as a bit of stress good for survival and growth, and positive results. Yet as the obstacle moves with high intensity and sharp pressure at a fast pace, contribute to negative stress effects. The paper focuses on the level of stress that is encountered among individuals in the Indian context at workplace, understanding the challenges faced by gender-based stress, and also researching the perception of employees about stress, and proposing steps for both management and employees to tackle stress. The paper's analysis shows that the individuals at work are feeling more or less tension. The main causes of occupational stress are heavy workload and disagreement over organization. Unbalance in lifestyle is the rising product of stress on both sexes. This also suggests that the management can play a crucial role by offering organizational stress management instruction, leisure activities, meditation and yoga classes to the employees.

III. Data and Methodology

The data was collected from doctors working in different hospitals of Bangalore. Questionnaire was prepared to collect data. A sample of 210 participants was collected from Primary respondents simple random sampling technique. The data processed to draw inferences using correlation and Friedman ANOVA.

Hypothesis

H₀: There is no significant difference between occupational stress of doctors and factors contributing to stress
H₀: There is no significant difference between psychological and physical consequences contributing to doctor's job performance when they are in stress.

Data analysis

3.1 GENDER OF THE RESPONDENTS

Particulars	Respondents	percentage
FEMALE	73	36%
MALE	132	64%
TOTAL	205	100%

3.2. INCOME OF THE RESPONDENTS

Particulars	Respondents	percentage
Less than Rs.30,000/-	9	4%
Rs.30,000 to Rs.39,999/-	28	15%
Rs.40,000 to Rs.49,999/-	44	21%
Rs.50,000 to Rs.59,999/-	46	22%
Rs.60,000 to Rs.69,999/-	31	15%
70,000 and above	47	23%
Total	205	

3.3. MARITAL STATUS OF RESPONDENT

Particular	Respondents	percentage
Married	139	67%
Unmarried	51	25%
Divorced	12	7%
Widow	3	1%
Total	205	

In the above data male respondents are found to be up to 64% and at the Income level 23% of the respondents are having high level of Income. When it comes to marital status 67% of the respondents are married.

Correlation Analysis: Correlation shows the strength of a relationship between two variables and is expressed numerically by the correlation coefficient. The correlation coefficient's values range between -1.0 and 1.0. Hence, this is a qualitative analysis on the factors causing stress among doctors and the attributes (statements and their responses) put in to the correlation for testing the correlation existing between the attributes causing stress.

3.4. CORRELATION MATRIX OF STRESS AMONG DOCTORS

As per the correlation analysis (Table-1) there is a high level of correlation exist between lack of autonomy to doctors and lack of communication, colleagues support at workplace and organizational atmosphere and depression to Angry. There is medium level of correlation exists between deadline pressure and accidental or

death cases, deadline and long working hours and insufficient holidays and risk of malpractice suit and high data documentation and harassment from management.

Empirical results of ANOVA

1. : There is no significant relationship between occupational stress of doctors and factors contributing to stress

The significant critical p value is 0.05 for rejecting the null hypothesis. As per Table-2 it is less than 0.05 which indicates the significance of the statement. As per the above table gender to dead line pressure, accidents or death cases and work overload found to have no significant relationship exists as per the P value (The null hypothesis is accepted). Gender to lack of autonomy, lack of communication colleagues support at work place there is a significant relationship as per the analysis according to P value (The null hypothesis is rejected).

2. There is no significant relationship between psychological and physical consequences contributing to doctor's job performance when they are in stress.

The significant value (P-Value) for all statements is 0.00, which is less than 0.05 which indicates the significance of the statement. As per Table-3 gender to anxiety, boredom at work and getting angry found to have no significant relationship exists as per the P value (The null hypothesis is accepted). Gender to hypertension, forgetfulness and depression, there is a significant relationship as per the analysis according to P value (The null hypothesis is rejected).

IV. Conclusion

The study concludes that as per the responses of doctors they are not got stressed because of deadline pressure, long working hours, high data documentation etc. They feel stressed towards insufficient holidays, harassment from management, inadequate support system, and inadequate colleagues support at workplace. Working hours should be maintained. Working hours should be equally divided among the doctors so that there will be less stress. The number of work hours should be allotted by the management and there should be two shifts i.e., day and night. The hospital management should take effective measures to overcome stress among the doctors in the government hospitals. Because the life of the human being depends on the doctors. Stress in the doctors will have many effects like the doctors can mistreat the patient

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Annexure

Table-1

		Factors Causes of stress at work place Deadline pressure	Factors Causes of stress at work place Accident or Death cases	Factors Causes of stress at work place Work Overload	Factors Causes of stress at work place Long Working Hour
Factors Causes of stress at workplace Deadline pressure	Spearsman Correlation Sig. (2-tailed)	1	.370** 0	.327** 0	.361** 0
Factors Causes of stress at workplace Accident or	Spearsman Correlation Sig. (2-tailed)	.370** 0	1	.395** 0	.469** 0

Death cases Factors	Spearsman Correlation	.327**	.395**	1	.422**
Causes of stress at workplace	Sig. (2-tailed)	0	0		0
Work Overload Factors	Spearsman Correlation	.361**	.469**	.422**	1
Causes of stress at workplace	Sig. (2-tailed)	0	0	0	
Long Working Hour					

Table-2

Particulars	Coefficient value	N			P-Value
Gender to Deadline pressure					
Between Groups	1.865	1	1.865	2.231	0.137
Within Groups	169.648	203	0.836		
Total	171.512	204			
Gender to Accident or Death cases					
Between Groups	0.688	1	0.688	0.974	0.325
Within Groups	143.332	203	0.706		
Total	144.02	204			
Gender to Work Overload					
Between Groups					
Within Groups	1.979	1	1.979	2.7	0.102
Total	148.782	203	0.733		
Gender to Lack of Autonomy	150.761	204			
Between Groups					
Within Groups	10.773	1	10.773	10.825	0.001
Total	202.037	203	0.995		
Gender to Lack of communication	212.81	204			
Between Groups					
Within Groups	3.83	1	3.83	4.24	0.041
Total	183.409	203	0.903		
Gender to Colleagues support at workplace	187.239	204			
Between Groups					
Within Groups					
Total	5.127	1	5.127	5.792	0.017
	179.683	203	0.885		
	184.81	204			

Table -3

Gender to Anxiety					
Between Groups	1.071	1	1.071	.858	.355
Within Groups	253.485	203	1.249		
Total	254.556	204			
Gender to Boredom					
Between Groups	.066	1	.066	.066	.798
Within Groups	202.930	203	1.000		
Total	202.995	204			
Gender to Angry					
Between Groups	.054	1	.054	.053	.818
Within Groups	206.024	203	1.015		
Total	206.078	204			
Gender to Hypertension					
Between Groups	11.445	1	11.445	11.183	.001
Within Groups	207.746	203	1.023		
Total	219.190	204			
Gender to Forgetfulness					
Between Groups	8.517	1	8.517	7.440	.007
Within Groups	232.381	203	1.145		
Total	240.898	204			
Gender to Depression					
Between Groups	5.610	1	5.610	4.832	.029
Within Groups	235.678	203	1.161		
Total	241.288	204			

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