



## OCCUPATIONAL STRESS AMONG MEDICAL PRACTITIONERS IN HYDERABAD

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### **Abstract**

*The study mainly emphasizes on one of the most rising problems among all the industries where the individuals and in turn the organizations have been facing irrespective of type of industry. Unlike in other careers, where the time factor influence is very limited, the medical Practitioners have very limited scope of prescribed working hours as the demand and expectations may always fluctuate which demand for timely service irrespective of time limits prescribed to the medical Practitioners. Further, the work life balance, job characteristics and work satisfaction are some of the most of influencing factors which will have significant impact on the stress levels of the Medical Practitioners. Keeping in view of this, the research study focuses on critically examining these factors and further presents the remedial measures to counter attack the consequences of occupational stress among Medical Practitioners.*

**Keywords:** *Job Characteristics, Job Satisfaction, Work life balance.*

### **1. Introduction**

Stress is considered as the universal element experienced by human beings in the modern era. It has become as one of the major problems for the working people particularly in developing nations like India, where the people used to face seivour work pressure surrounded by various elements of job stress. It not only affects the performance of an individual but also affects the employees' mental and physiological health. Many researchers have found that stress at work is one of the major psychosocial risks of work. Work related stress is the most influencing problem that working individuals have been facing.

The word stress has originated from Latin. It means hardship, adversity, or affliction. Stress is the action on a body of a system of balanced forces where by strain or deformation results. Stress is mental, physical, or emotional strain or tension. The meaning of strain is, to exert to the utmost, is to stretch beyond the proper point or limit. Stress is a threat to the quality of life, and to the physical, and psychological well - being. In the seventeenth century, the word "stress" is popularly used to mean hardship, strain, adversity or affliction (Chakrapani, 1995). Stress is defined by Bruno (1991) as the rate of wear and tear on an organism. Selye (1976) a Canadian physician, was an early explorer of the effects of stress on health. He defined stress as the sum of all nonspecific changes caused by function or damage. From his medical perspective, Selye suggested that the body responds to psychological changes related to "fight or flight" syndrome. Herbert (1997) defines stress as a general term that refers to any demand psychological or physical that is outside the norm.

Stress is a physical and emotional reaction that everyone experiences as he or she encounters changes in life. These reactions can be positive or negative. Many scientists see stress as a reaction of our body to sudden changes in the environment. Just like animals, people need extra energy to stay and fight or run away when faced with danger. The body's normal reaction to a somewhat dangerous situation is an increase in heart rate and muscle tension and a higher blood pressure. Having such physical and emotional reaction help us by increasing our concentration and other bodily functions in order to prepare to face a challenge. After meeting the challenge the body relaxes as the heart rate, muscle tension and blood pressure return to normal. This gives the body a chance to recover physically and for the person to feel emotionally rewarded for overcoming the challenge. This is called good stress or acute stress.

### **2. Review of Literature**

The following section provides the detailed analysis on the studies made by previous researchers on various aspects and dimensions of stress in general and occupational stress in particular.

Ahmed et al. (1991) examined relationship between Occupational role stress (ORS) and job satisfaction and revealed that ORS was significantly but negatively correlated with all four factors of job satisfaction (nature of job, management, personal adjustment, and social relations). Burge et al. (1991) study focused on determining the relationship between employees level of work satisfaction and related it to balancing work and family issues. Results indicate that high levels of stress were associated with low levels of work satisfaction. Findings indicate that the effects of stress on work satisfaction were greater than those of work satisfaction on stress.

Grover and Sen (1994) compared job stress and organizational commitment in managers and supervisors and found that managers experienced less job stress and expressed greater organizational commitment as compared to supervisors. Chandraiah et al. (1996) examined the incidence of occupational stress, job satisfaction and Type-A behavior among managers. Results revealed that high stress is associated with low job satisfaction.



Sehgal (1997) attempted to assess the effect of role stress on the level of involvement the person has in job and found that job involvement was found to be correlated negatively and significantly with role stress. Gupta and Kulakarni (2001) study tested two concepts, firstly more dissatisfied employees will experience greater role stress and secondly, less job involved employees will experience greater role stress. Analysis yield results which confirmed that more dissatisfied employee and less job involved employees experienced greater role stress. Agrawal (1998) studied job satisfaction and job stress in three hierarchical ranks of employees. Results revealed that those who perceived themselves to be close to management were satisfied and less stressed than those who did not perceive themselves to be close to the top management.

Research conducted by Munali (2005) reveals that employees are reporting increased levels of stress which has led to poor health and consequently performance. Globalization has left Kenyan suppliers facing stiff competition and aggressive cost cutting

Tyssen (2007) suggested that physicians' physical health is similar to the general population, although, female physicians tend to be in better health than other women. Shoba G and Lakshmi A(2014) have studied the job stress among the private medical practitioners in Vellore District, Tamilnadu. The study mainly focused on ascertaining the level of stress among the private medical practitioners at Vellore District of Tamilnadu, India. The result of factor analysis shows that stress among the private medical practitioners are influenced by high expectations, poor interpersonal relationship, lack of recognition and poor climate.

### 3. Objectives of the Study

The main objective of the study is to understand the determinants of the occupational stress among Medical Practitioners in Telangana region. More specifically,

- To study the socio-economic profile of medical practitioners and analyze the impact of work environment which comprise job characteristics, organizational design on roles and responsibilities on the Medical Practitioners.
- to identify the determinants of occupational satisfaction and work-life balance of Medical Practitioners to determine the predictors of stress and impact of select depressive symptoms among Medical Practitioners in Hyderabad.
- To suggest suitable measures to create stress free environment among Medical Practitioners in Hyderabad.

### 4. Methodology of the Study

The study is based mainly on primary data. The secondary data is also used to supplement the primary data. The main sources of primary data are Medical Practitioners of select areas in the Hyderabad district of Telangana State. The secondary data was gathered from the reports of ministry of health, state ministry of health, journals, news papers and published and unpublished researches.

For the purpose of selecting the sample of Medical Practitioners in select categories in the state of Telangana region, stratified random sampling method is used. On the basis of non-random sampling method, a total of 510 sample respondents have been selected. The detailed categorization of sample respondents is presented below.

**Table 1: Sample size classification**

S. No	Category	Total
1	Dentists	148
2	General Practitioners	228
3	Surgeons	134
	<b>Total</b>	<b>510</b>

### 5. Findings of the Study

From the study on primary and secondary data sources and the analysis of the study, the following observations were made.

1. The analysis of the perceptions of the medical practitioners on certainty about their duties and responsibilities in hospitals in Telangana revealed that 81 percent of medical practitioners have viewed that they have certainty in their duties and 49.4 percent of the medical practitioners
2. The gender wise distribution of perception of medical practitioners revealed that 49 percent of the male medical practitioners have felt that they mastered the required job skills, followed by 29 percent of the female medical practitioners. In all, 78 percent felt that they have mastered the required job skills.
3. The analysis of perception of medical practitioners on existence of conflict between co-medical practitioners revealed that 62.7 percent of the medical practitioners expressed the opinion that there is a great deal of conflict in dealing with co-medical practitioners. The calculated Chi-square value revealed no statistically significant difference in the opinions of the medical practitioners of different medical discipline on existence of conflicts in the



- organization.
4. The analysis of perception of medical practitioners on the nature of the job revealed that 67 percent medical practitioners have expressed the view that their jobs are not repetitive, tedious and boring. The analysis of perception of medical practitioners on time out from the job the area of medical discipline wise distribution of respondents revealed that 11.7 percent of the medical practitioners of Dentists category have expressed the view that they can take time out from the job when required followed by 18 percent of the medical practitioners of General Practitioners and 13.7 percent of the medical practitioners of surgeons. In all, 43.4 percent of the medical practitioners view that they have the facility of time out from the job.
  5. The analysis of perception of medical practitioners on utilization of skills and competences in the job revealed that 64.6 percent of medical practitioners expressed that their job allows them to use their skills and competencies implying that medical practitioner can make use of their skills and competencies in their job in hospitals at Hyderabad district. The perception of analysis of medical practitioners on working environment in the hospitals in Hyderabad district revealed that 73 percent of the medical practitioners have expressed that work environment in organizations is not confusing and chaotic implying that majority of the medical practitioners were satisfied with the working environment in organizations.
  6. A comparative analysis of mean value of perception of medical practitioner-respondents on job characteristics in hospitals in Telangana with hypothesized population mean (t-value) revealed that the opinion of the select medical practitioners in management, General Practitioners and surgeons in select Hospitals is not statistically different from the opinion of medical practitioners of Hospitals in Telangana.
  7. The factor analysis job characteristics to identify the major factors contributing to the job characteristic dimension resulted in identification of four contributing factors namely- job integration, work orientation, work Environment and job trends.
  8. Analysis of perception of medical practitioner- respondents on supervision as a determinant of job satisfaction in hospitals in Hyderabad revealed that the mean of the variables that constitute supervision as a determinant of job satisfaction ranges between 2.81 and 3.93. The statement my supervisor has an adequate knowledge of her/his job has larger mean value in the opinion of medical practitioner-respondents. The statement my supervisor seems to be in the dark about what is going on at work has smaller mean value in the opinion of medical practitioner-respondents.
  9. Standard error of mean is measure of variability between sample means which indicates that if multiple sample of the same size from the same population is studied, the standard deviation of the sample means of the six variables under supervision as a determinant of job satisfaction will be between .049 and .063 implying less variation compared to single sample of the population.
  10. The analysis of perceptions of the medical practitioner-respondents on achievement as a determinant of job satisfaction revealed that the mean the variables that constitute achievement as a determinant of job satisfaction ranges between 3.71 and 4.26. The statement I am able to positively influence my patients has larger mean value in the opinion of medical practitioner-respondents. The statement My Superior consults me on important Hospital related issues has smaller mean value in the opinion of medical practitioner-respondents.
  11. Standard error of mean is measure of variability between sample means which indicates that if multiple sample of the same size from the same population is studied, the standard deviation of these sample means for the five variables under achievement as a determinant will be between .635 and 1.001 implying less variation compared to single sample of the population.
  12. The analysis of the mean value of perceptions of both male and female medical practitioners on the variables of achievement as a determinant of job satisfaction revealed that the computed t-value in case of every variable of achievement dimension indicated no statistically significant difference in the opinions of the male and female medical practitioner-respondents.
  13. The analysis of perception of medical practitioner-respondents on job security as a determinant of job satisfaction in hospitals in Hyderabad revealed that the mean value of job security as a determinant of job satisfaction is 3.14 with standard deviation of 1.307. Standard error of mean is a measure of variability between sample means which indicates that if multiple sample of the same size from the same population is studied, the standard deviation of these sample means for the variable under job security will be 0.075
  14. One-way ANOVA test for equality means revealed that that there is no significant inter-discipline variation in the perceptions of medical practitioner-respondents on the dimensions of job security. The analysis of Tukey post-hoc test of multiple comparisons revealed no statistically significant differences in the perceptions of medical practitioner- respondents across the medical disciplines on job security as a determinant of job satisfaction.
  15. The study on work life balance on occupational stress revealed that, about 75 percent of the respondents from the three select disciplines have opined that medical practitioners are more concern about the career development and



they felt that the career development has been stagnated due to excess working hours. 73 percent of them have opined that the leaves are not well managed and are difficult to use. Around 72.3 percent of the medical practitioner-respondents expressed the opinion that Paternity/maternity leaves are quite difficult to use. The category wise distribution of respondents revealed that 19 percent of medical practitioners of Dentists discipline have expressed the view that their superior takes part in doing the things followed by 32.3 percent of medical practitioners of General Practitioners discipline and 21 percent of medical practitioners of Surgeon. 72.3 percent of the medical practitioner-respondents expressed the opinion that Paternity/maternity leaves are quite difficult to use. The category wise distribution of respondents revealed that 19 percent of medical practitioners of Dentists discipline have expressed the view that their superior takes part in doing the things followed by 32.3 percent of medical practitioners of General Practitioners discipline and 21 percent of medical practitioners of Surgeon.

16. Around 67 percent of the medical practitioner-respondents expressed the view that Occupational demands time beyond working hours. The category wise distribution of respondents revealed that 17.3 percent of medical practitioners of Dentists discipline have expressed the view that their superior shows Occupational demands time beyond working hours followed by 30.7 percent of medical practitioners of General Practitioners discipline and 19 percent of medical practitioners of Surgeon discipline.
17. Time Availability for spending with Family has 67.8 percent score to ideal score implying the medical practitioner-respondents view on Time Availability for spending with Family in select hospitals/primary health care centres in Telangana as medical practitioners perceive sufficient time to do their job and learn.

## 6. Suggestions of the Study

From the study on primary and secondary data sources and the analysis on field survey results, the following suggestions are recommended for the effective reduction of occupational stress among the medical practitioners.

- Majority of medical practitioners has positive disposition towards some of the job characteristics, they have expressed sub optimal satisfaction on the variables such as availability of resources, competition in the job, workload in their job, time out from the job, time spent on problem solving in the job, on congruence of values with the job and creativity in the job. In view of the above facts, the hospitals in Hyderabad have to augment with required resources, allocate workload rationally, provide opportunities to break out of the job and create an environment which facilitates to divergent thinking among the medical practitioners in hospitals in Telangana Hyderabad job satisfaction.
- The medical practitioners need to relook at their motivational concerns and undertake new strategies to build of inter-personal relationships in the hospital to share the problems and happiness which in turn will have a significant impact on stress reduction. The medical practitioners need to create the healthy environment by modifying the work time, following the compulsory rest hours and taking the other meditation related anti stress exercises to reduce the impact of long sitting environment in the hospitals.
- The competencies need to be upgraded periodically to avoid the situations of uncertainty and risk covered with the treating of patients. The relationship between superiors in the hospitals and the co medical practitioners is very important to reduce the various problems that may arise due to stress. Further, it is also observed that the recognition is one of the important criterions for motivation which helps the medical practitioners to work efficiently without feeling mental and physical stress.
- The medical practitioners should maintain balance between work life and family life to reduce the impact of family or work on the occupations. Further, the working relationships with peers will also help them to perform the responsibilities very smoothly. It is been observed that most of the medical practitioners have been not availing the leaves since the leaves will also help them to refresh from work, the medical practitioners should maintain proper ratio between work and leaves. Further, the excess time in handling cases must be decreased in such a way that the balance between treatments and rest hours are matched.
- Frequent shifting from hospitals and excess consultations at outside will make them physically stress and this would lead to health issues. Hence, the work pressure in the form of frequent traveling must be minimized. Excess in treating in patients and outpatient cases per day will adversely affect the time spent for family; hence, the medical practitioners should maintain right proportion for work and family.
- The synchronized efforts of practitioners, hospital authorities and government can reduce the level of stress among the practitioners and eventually that efforts help to improve the quality of healthcare system and patients' satisfaction. Training in management skills and administrative roles, communication skills would improve doctor-patient interaction and equip doctors for dealing with difficult clinical Satisfaction and Job Stress Among situations.
- Since stress is prevalent in almost all types of jobs, especially with reference to medical practitioners who job is very vital in not only help him to excel but also direct will have an impact on patient's life, the medical practitioners need to maintain right balance between work and family life, preparing well planned daily works, effective use of leisure



hours and holidays for spending with family and also creating right balance between the patients treated and time spent for acquiring new skills and career development will have significant impact on reduction of stress among the medical practitioners.

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