

AN EXAMINATION OF STRESS MANAGEMENT AMONG THE DOCTORS IN JAMMU

Abstract

When there is a mismatch between the demands of the job and the abilities, resources, or requirements of the employee, workplace stress—a negative physical and emotional reaction—occurs. Stress affects the quality of Performance which creates the job dissatisfaction among the doctors. Health care industry being very sensitive in nature must manage the work related stress of doctors to achieve the objective of service to society. This study result highlights the stress among doctors while working in the hospital and dealing with patients. So the present study examine the “A STUDY ON STRESS MANAGEMENT AMONG THE DOCTORS IN JAMMU” The paper in hand present a summary of the literature of stress management. The primary data should be gathered in JAMMU using a questionnaire. With the use of a graphical representation, the outcome should be displayed. The study revealed the most of doctors feels satisfied while working in the hospital and rarely faces stress situation in the hospital at their working hours.

Keywords: stress, physically and mentally changes, health, academics stress, personality characteristics.

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I. INTRODUCTION

"Stress" is the tension that results from the struggle between our external environment and ourselves, which puts us under both emotional and physical strain. Depending on how each person perceives the tension between the two forces, there can be both good and negative stress. Employers and employees are both negatively impacted by stress. Workplace stress is the unhealthy physiological and psychological reaction that happens when there is a poor fit between the demands of the job and the worker's abilities, resources, or requirements. These ailments could result in subpar work performance or perhaps damage. Job stress is linked to a number of biological processes that could eventually affect health. In small quantities, Stress is beneficial since it can inspire you and increase your productivity. A severe reaction to stress or too much stress, though, might be hazardous. The effect of a stress-inducing incident on our health depends on how we interpret it and respond to it. The events in our lives may inspire and energize us, or we may see some of them as "stressful" and react in a way that could be detrimental to our physical, mental, and social welfare.

II. SOURCES OF STRESS FOR MEDICAL PROFESSIONALS

The Job Workload	Time pressure, Administrative duties, Sleep deprivation, No regular meals, Threat of malpractice.
The Organization	The Organization Career structure, Career uncertainties, Inadequacy of resources and staff, Lack of senior support, Culture and climate of the organization.
The doctor personality	The Doctor Personality (e.g. Hardy and non-hardy), High demands on self and others, Dealing with death and dying, Confrontation with emotional and physical suffering
Relation with other people	Staff conflict, Professional isolation, patient's expectations and demands, level of support from friends and family, Work-life balance
Work life balance	Stress over spill from work to home and vice-versa, Lack of exercise and other leisure activities, lack of free time, Home demands, Disruptions to social life

A hospital is a place where patients receive medical care from trained personnel and specialized tools. The general hospital, which has an emergency department, is the most well-known type of hospital. With many of beds for long-term care and intensive care, a district hospital is often the largest healthcare centre in its area. Hospitals for specific medical needs including psychiatric issues (see psychiatric hospital) and particular disease categories are included in the category of specialized hospitals along with trauma centers, rehabilitation hospitals, children's hospitals, seniors' (geriatric) hospitals, and hospitals for children. Hospitals offer a variety of departments, including cardiology, surgery, and urgent care. In addition to chronic treatment units, several hospitals include outpatient sections. Pharmacy, pathology, and radiology are examples of typical support units. Hospitals are made up of departments, which are commonly referred to as wards, particularly when they offer beds for inpatients, in which case they are also known as inpatient wards. These might then have the support of more specialized units like the ones listed below:

- Emergency department
- Cardiology
- Intensive care unit
- Pediatric intensive care unit
- Neonatal intensive care unit
- Cardiovascular intensive care unit
- Neurology
- Oncology

The two major hospitals in Jammu are:

- Government medical college
- Narayana hospital

III. REVIEW OF LITERATURE

K. Suganthia, S.P. Vaanmathi(2017) explored the causes of stress in female workers. Modern technology, rising financial demands, and increased work demands are a few things that put women under more stress. While stress cannot be avoided, it can be constructively managed through cooperation among coworkers, effective time management, passion for one's job, family support, and the development of personal interests. By improving the level of nutrition, one can enhance both physical and mental health that causes the stress.

According to J.Mohamed Ali, Mrs.N.Thahira (2017), employee stress levels were analysed, and the reasons of stress were looked into. Stress is a slow-moving, sneaky illness that is ubiquitous in the workplace and impossible to prevent. Depending on the nature and style of work practises, there are differences in the amount of stress and its effects both within and between hospitals. According to this report, hospitals need to start managing employees differently, showing them respect and appreciating their contributions. Employee participation, appreciation, and ongoing training are necessary to keep skilled workers on staff.

AinasEltarhuni (2016) examined the origins of job stress, the overall level of job stress in emergency rooms, and the relationship between demographic characteristics and the sources of job stress. It was suggested that improving working environment and training programmes to deal with stressful situations would reduce job stress. The lack of training, fear of using technical equipment, and an unfavourable work atmosphere are some of the things that make it stressful for medical staff in public hospitals.

Amir Mohammad Shahsavarani et. Al (2015) studied the theoretical literature of stress. Three main explanation models of stress, occupational stress, job burnout, biological and neuropsychological bases of stress, related constructs (anxiety, homeostasis, & all ostatics), religious and spiritual approaches to stress, stress outcomes, and mutual relations between stress and culture were discussed. These results revealed that one-dimensional perspectives can neither represent the factual reality of stress nor providing with suitable solutions to the stressful situations.

Abdul Salam Munir Abu-Helalah et.al (2014) examined various elements of job stress and job satisfaction at hospitals. This study acknowledged numerous risk factors for high

stress. They are: working on last days of week, not getting free time reward, feeling under pressure to meet target, divergence in demands, considering there is inadequate staff to do the job, not knowing whom to approach when under stress, and being exposed to a stressful event outside of work within a year. This study also recommended that stress relief programs should aim to help staff cope with stressors outside the workplace.

Holenderski, Kocielnik, Pechenizkiy & Sidorova, (2012) did research on job that is informative and stressful. According to them, every job has some level of stress. Stress can occasionally be normal, but sustained high levels of stress can harm an employee's performance and physical and mental well-being. According to the study, if the employee manages his own level of stress, it will assist to reduce health issues and have a beneficial effect on his organisation.

GroLadegård(2011) examined how stress may be impacted by learning experiences gained through workplace coaching. This study suggests that two key coaching learning experiences—insight and planning abilities—have an impact on stress both directly and indirectly through mediators like job demand, job control, and social support. According to this study, coaching may be useful in reducing stress over the long term.

IV. OBJECTIVES OF THE STUDY

- To study the stress level of doctors on their medical profession.

V. SCOPE OF THE STUDY

The study's geographic focus is only on the Jammu region. The hospital management can use this paper to understand the degree of stress experienced by doctors and take appropriate action to manage it. This article offers some stress-management techniques for doctors.

VI. RESEARCH METHODOLOGY

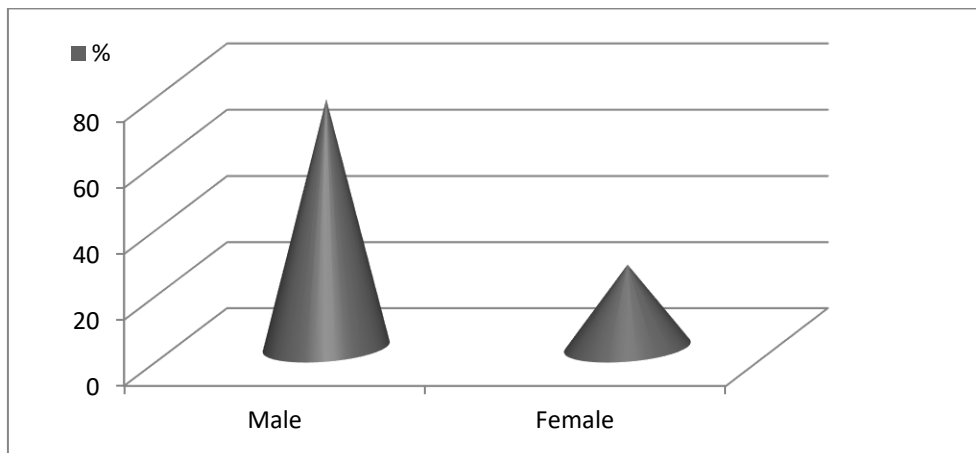
Both primary and secondary data are taken into account in the current investigation. A five-point Likert scale is used to collect primary data from the hospitals in Jammu, including the Government Medical College and Narayana Hospital. Additionally, secondary data was gathered from a variety of publications, including books, periodicals, and websites, newspapers, and research journals. On a random sampling basis, 80 doctors who were present in the hospital received questionnaires.

VII. DATA ANALYSIS AND DISCUSSION

Total number of male and female doctors

Gender	Sample size	%
Male	60	75%
Female	20	25%
Total	80	100

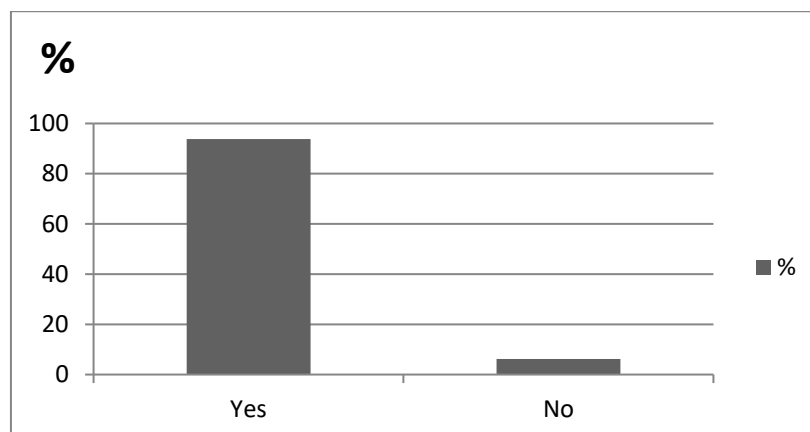
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Interpretation: 75% Doctors are Male and 25% are Female

1. Is there a positive work environment in your hospital?

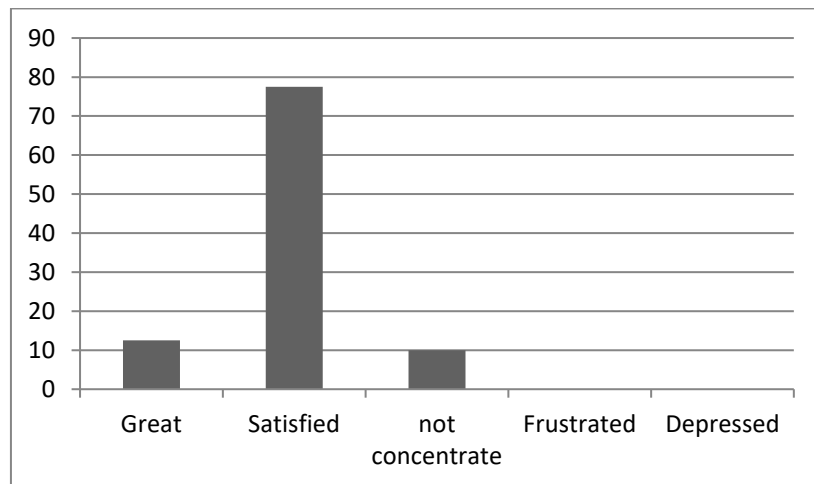
Opinion	Sample size	%
Yes	75	93.75
No	05	6.25



Interpretation: 94% doctors said that their work culture is supportive.

2. How do you feel as a hospital employee?

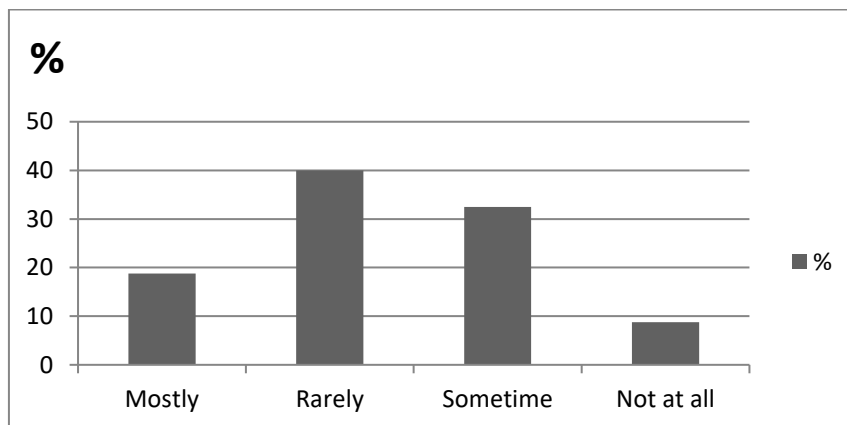
Opinion	Sample size	%
Great	10	12.5
Satisfied	62	77.5
Unable to concentrate	08	10
Frustrated	00	00
Depressed	00	00
Total	80	80



Interpretation: 78% of doctors reported feeling satisfied while at work in the hospital, 13% said they felt wonderful, and 10% said they were unable to focus.

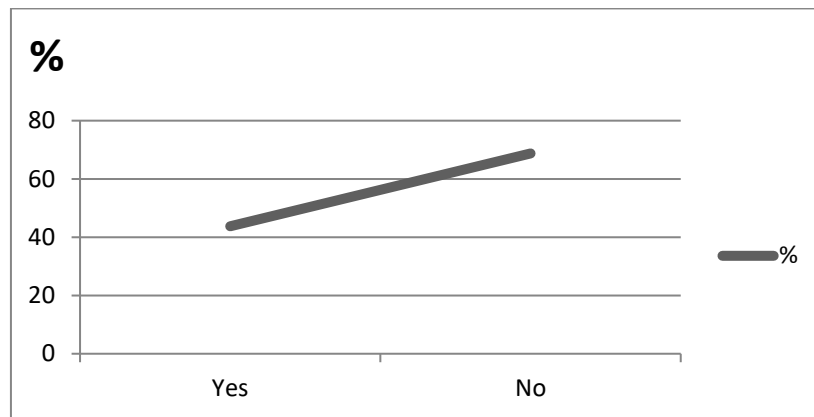
3. How frequently does your institution experience stressful situations?

Opinion	Sample size	%
Mostly	15	18.75
Rarely	32	40
Some time	26	32.5
Not at all	07	8.75
Total	80	100



4. Have you taken time off recently because of stress at work?

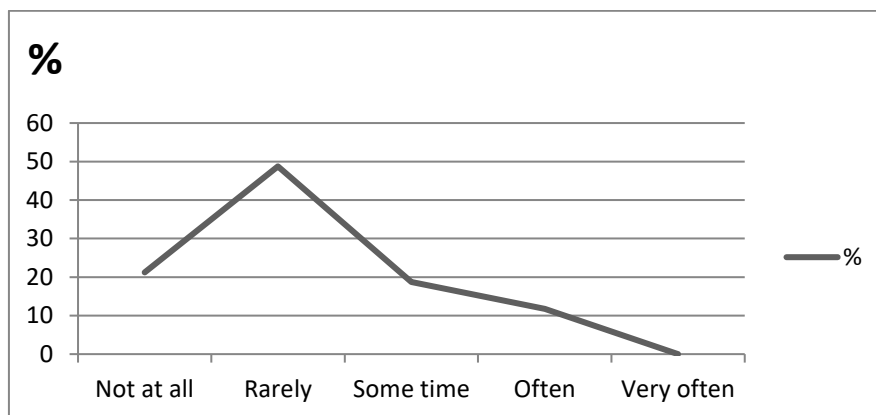
Opinion	Sample size	%
Yes	35	43.75
No	55	68.75
Total	80	100



Interpretation: Majority of the doctors did not take leaves in last 12 months.

5. Do you feel exhausted physically and worn out?

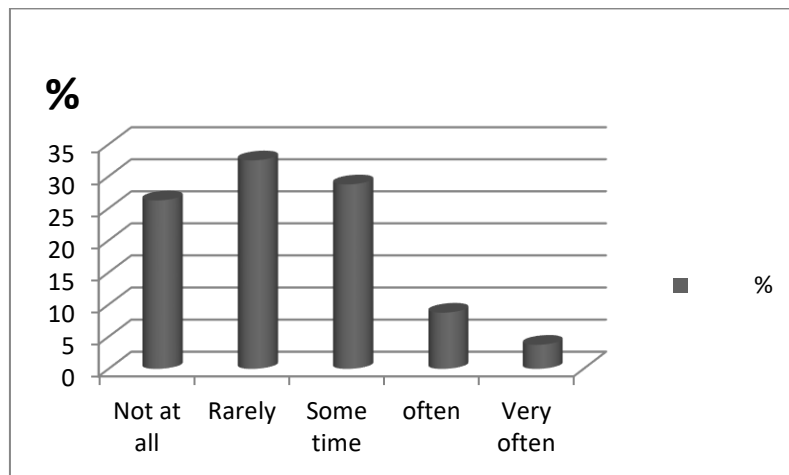
Opinion	Sample size	%
Not at all	17	21.25
Rarely	39	48.75
Some time	15	18.75
Often	09	11.75
Very often	0	0
Total	80	100



Interpretation: In the study, 21% of doctors reported feeling absolutely no physical or emotional exhaustion whereas 49% reported feeling this way only seldom.

6. Do minor inconveniences seem to aggravate you easily?

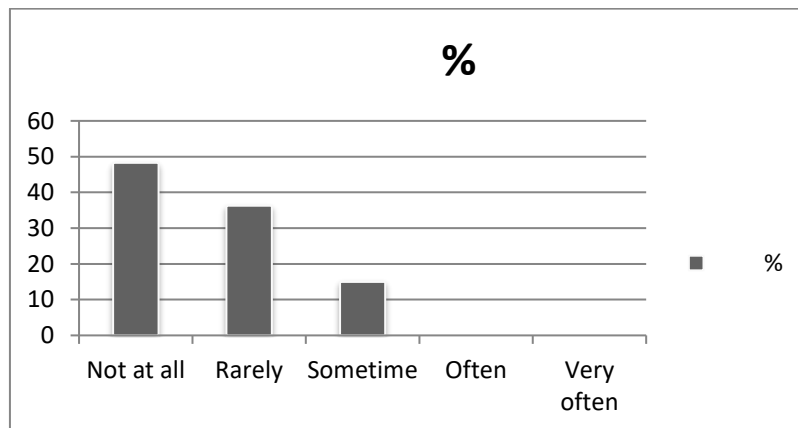
Opinion	Sample size	%
Not at all	21	26.25
Rarely	26	32.5
Some time	23	28.75
Often	07	8.75
Very often	03	3.75
Total	80	100



Interpretation: In the study 33% doctors were rarely irritated by small problems and 29% were sometime irritated by small problems.

7. Do you feel like your coworkers don't understand you?

Opinion	Sample size	%
Not at all	39	48.25
Rarely	29	36.25
Sometime	12	15
Often	00	00
Very often	00	00
Total	80	100



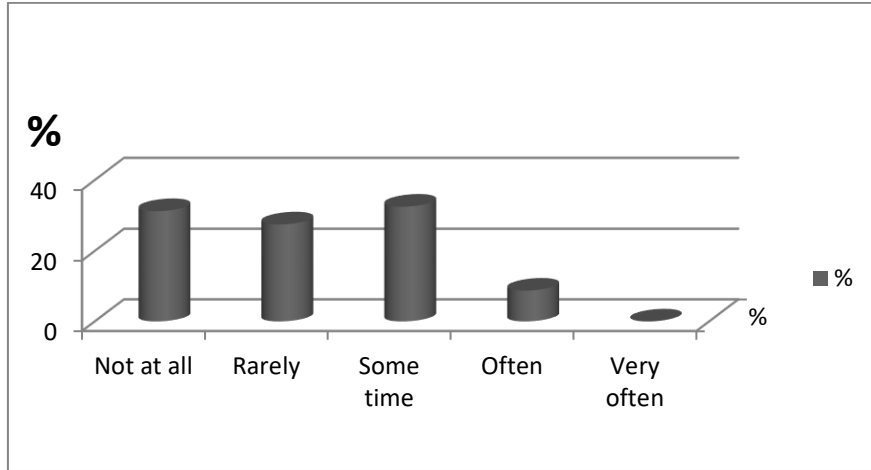
Interpretation: In the study 49% Doctors said they were not misunderstood or unappreciated by their co- workers and 36% Doctors were feel they are misunderstood and unappreciated by their co-worker.

8. Do you experience unwanted pressure to do well?

Opinion	Sample size	%
Not at all	25	31.25
Rarely	22	27.5

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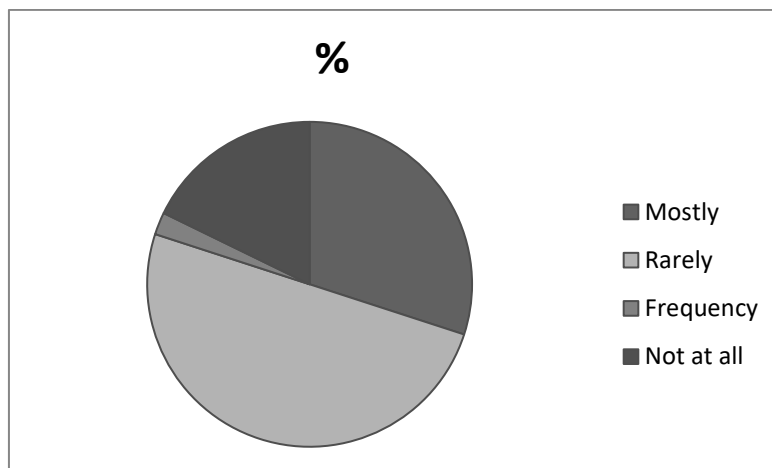
Some time	26	32.5
Often	07	8.75
Very often	0	0
Total	08	10



Interpretation: In the study 33% Doctors were sometimes feel unpleasant level of pressure to succeed due to stress and 31% Doctors were not at all feel unpleasant level.

9. How frequently do you have to deal with stressful situations?

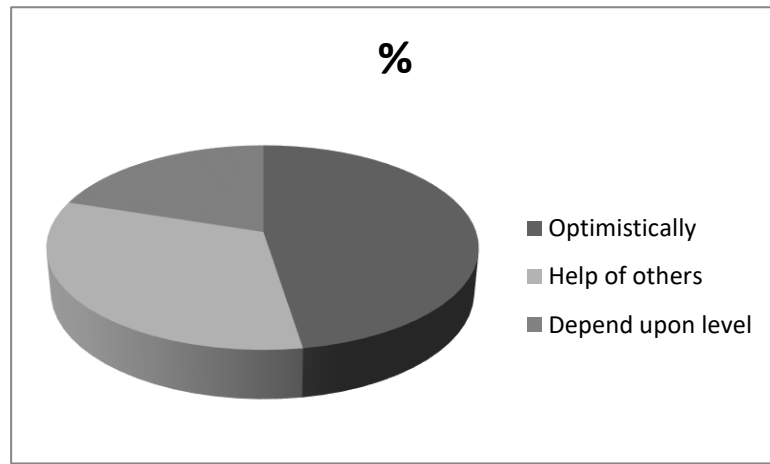
Opinion	Sample size	%
Mostly	27	33.75
Rarely	45	56.25
Frequency	02	2.5
Not at all	16	20
Total	80	100



Interpretation: In the study 56% doctors rarely often face stress situation being taking care of patients and 34% Doctors mostly face stress situation

10. How do you manage stressful circumstances?

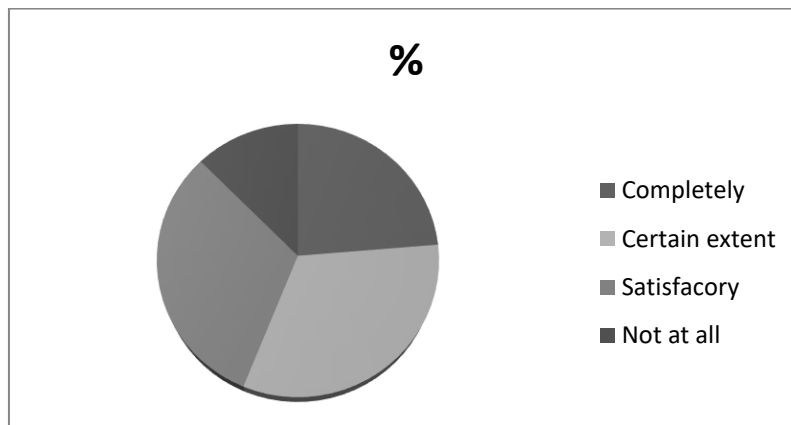
Opinion	Sample size	%
Optimistically	38	47.5
With the help of others	26	32.5
Depend upon level	16	20
Total	80	100



Interpretation: In the study 48% Doctors were optimistically handle stress situation and 33% Doctors were handle stress situation with the help of others.

11. How well-equipped is management to deal with your stress situation?

Opinion	Sample size	%
Completely	19	23.75
To a certain extent	26	32.5
To a satisfactory	25	31.5
Not at all	10	12.5
Total	08	100



VIII. FINDINGS

- The mass of respondents are male and the majority of them are between the ages of 40 and above in the whole sample.
- The majority of responders say they are happy with their jobs at hospitals.
- The majority of responders appear to experience stressful situations at their hospital seldom.
- In the study, few participants handled stressful situations in an upbeat manner.
- The majority of respondents haven't taken a leave of absence in the last year.

IX. SUGGESTIONS

- The study discovered that there are fewer doctors and more patients, thus more new appointments should be made.
- The management should implement effective techniques to reduce doctor stress, such as yoga, music, and the planting of green plants and trees at hospitals.
- To manage tension among doctors, the hospital should start offering stress management classes. The hospital site should also have a meditation centre.
- Rest rooms for night shift doctors should be created so that they can unwind briefly.

X. LIMITATION OF THE STUDY

Only workers working the day shift were included in the sample. For the purposes of the study, workers on the night shift were not taken into consideration. There is no hard evidence that the provided response is an accurate reflection of the opinions of all the employees taken collectively. Most of the questions on the survey were multiple-choice ones, so many respondents might not have given the questions enough thought before responding. The project report cannot include sensitive information. It's possible that most respondents were influenced by their colleagues when providing their responses. This makes it obvious that the majority of respondents were young.

XI. CONCLUSION

Stress is the tension that results from the struggle between our external environment and ourselves, which puts us under both emotional and physical strain. Depending on how each person perceives the tension between the two forces, there can be both good and negative stress. Employers and employees are both negatively impacted by stress. In both government and private hospitals, the overall stress level among physicians is not very high. Most medical professionals fall into the category of medium stress, followed by low medium stress, tension in Hospital management must express gratitude once a good job is completed in order to practice good quality management. Most doctors, it has been found, report that their hospital's workplace atmosphere is supportive. Allowing enough time for breaks may immediately aid in solving the problem of working long hours.

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