**A STUDY ON STRESS MANAGEMENT AMONG THE DOCTORS IN JAMMU**

**Submitted By**

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**ABSTRACT**

***Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. 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 collected through questionnaire in JAMMU. The result should be presented with help of graphical representation. 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.***

**INTRODUCTION**

“Stress” refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. There is both positive and negative stress, depending on each individual’s different perception of the tension between the two forces. Stress bears deliberating effects on both the employees and the employer. Workplace stress is the harmful physical and Emotional response that occurs when there is a poor match between job demands and the Capabilities, resources, or needs of the worker. These conditions may lead to poor work Performance or even injury. Job stress is also associated with various biological reactions that may lead ultimately to compromised health. In small quantities, stress is good; it can motivate you and help you become more productive. However, too much stress, or a strong response to stress can be harmful. How we perceive a stress provoking event and how we react to it determines its impact on our health. We may be motivated and invigorated by the events in our lives, or we may see some as “stressful” and respond in a manner that may have a negative effect on our physical, mental, and social wellbeing.

**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 sill 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 health care institution providing patient treatment with specialized staff and equipment. The best-known type of hospital is the general hospital, which has an emergency department. A district hospital typically is the major health care facility in its region, with large numbers of beds for intensive care and long-term care. Specialized hospitals include trauma centers, rehabilitation hospitals, children's hospitals, seniors' (geriatric) hospitals, and hospitals for dealing with specific medical needs such as psychiatric problems (see psychiatric hospital) and certain disease categories. Hospitals have a range of departments (e.g., surgery, and urgent care) and specialist units such as cardiology. Some hospitals have outpatient departments and some have chronic treatment units. Common support units include a pharmacy, pathology, and radiology .Hospitals consist of departments, traditionally called wards, especially when they have beds for inpatients, when they are sometimes also called inpatient wards. These may then be backed up by more specialist units such as the following:

* 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

**REVIEW OF LITERATURE**

K. Suganthia, S.P. Vaanmathi(2017) examined the reasons for stress among women employees. Increasing work pressure, financial needs and recent technology are some factors that increase stress for women. Stress is unavoidable it can be handled positively by coordination with workers, proper time management, loving the profession, family support , and creating personal hobbies Improve your diet you can improve your physical well-being and, in turn, your emotional health.

Dr.J.Mohamed Ali, Mrs.N.Thahira (2017) analyzed the stress level among the private hospital’s employees and examined the causes of stress. Stress is a slow and insidious malady which is an unavoidable one and a common problem in the workplace. The level of stress and its amount of consequences vary within and between hospitals based on the nature and type of work practices. This study suggested that Hospitals must begin to manage people at work differently, treating them with respect and valuing their contribution. Recognition, participation and continuous training of employees are required to retain the skilled employees.

AinasEltarhuni (2016) explored the sources of job stress and to know the general level of job stress in emergency departments and to investigated the relation between demographic factors and job stress sources. Job stress was recommended that working conditions should be promoted; improved training programs to deal with stressful conditions. Lack of training with scare of technical facilities and improper work environment were some of the factors that causes stress among the health workers 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 ostasis), 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) evaluated job stress and job satisfaction at hospitals. This study identified several risk factors for high stress. They are: working on weekends, not getting free time compensation, feeling under pressure to meet deadlines, conflicts in demands, believing 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. Bakker,

Holenderski, Kocielnik, Pechenizkiy&Sidorova, (2012) studied about stress and revealing work Stress is same for many jobs. Sometimes stress is normal but high stress for a long period of time can affect employee’s performance, physical and emotional health. As per the study if the worker himself takes care of the level of his stress it will help in decreasing the health problems and will also cause positive impact on his organization.

GroLadegård(2011) investigated how learning experiences acquired through workplace coaching may affect stress. In this study, two main learning experiences in the coaching process, insight and planning skills, and propose that these affect stress directly and also indirectly through mediators’ job demand, job control, and social support. This research shows that coaching indeed may be effective to reduce stress, also in the long term.

**OBJECTIVES OF THE STUDY**

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

**SCOPE OF THE STUDY**

The scope of the study is limited with in Jammu region. This paper is useful to the hospital management to know the stress level of doctors and take measures to handle their stress situation. This paper suggests different strategies to management to tackle stress among doctors.

**RESEARCH METHODOLOGY**

In present study both Primary and Secondary data is considered. Primary data is collected through questionnaire and distributed to the hospitals (Government medical college and Narayana Hospital) in the Jammu using five point Liker Scale. In addition to this, the secondary data was collected from various newspapers, magazines, books, websites, and research journals etc. Questionnaires were distributed to 80 doctors who were available in the hospital on random sampling basis.

**DATA ANALYSIS AND DISCUSSION**

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

Total number of male and female doctors

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

Q1. Is work culture supportive in your hospital?

|  |  |  |
| --- | --- | --- |
| Opinion | Sample size | % |
| Yes | 75 | 93.75 |
| No | 05 | 6.25 |

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

Q2. How do you feel while working in the hospital?

|  |  |  |
| --- | --- | --- |
| 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% Doctors were feel satisfy during working in the hospital and 13%

were feel great and the 10% were unable to concentrate on their work.

Q3.How often you face stress situation in your hospital?

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

Q4.Have your taken leave in the past 12 month due to work related stress?

|  |  |  |
| --- | --- | --- |
| 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.

Q5. Do you feel run down and drained of physical energy?

|  |  |  |
| --- | --- | --- |
| 0pinion | 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 49% Doctors were rarely fell run down and drained of physical or emotional energy under the stress and 21% were not at all.

Q6.Do you find yourself getting easily irritated by small problems?

|  |  |  |
| --- | --- | --- |
| 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.

Q7. Do you feel misunderstood by your co-workers?

|  |  |  |
| --- | --- | --- |
| 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.

Q8. Do you feel under an unpleasant level of pressure to succeed?

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

Q9. How often you face stress situation being taken care off?

|  |  |  |
| --- | --- | --- |
| 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

Q10.How do you handle stress situation?

|  |  |  |
| --- | --- | --- |
| 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.

Q11.To what level the management is effective in handling 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 |

**FINDINGS**

• Out of the total sample most of the respondents are male and most of them are between 40 and above.

• Majority of the respondents feel satisfied while working in the hospital.

• It is observed that majority of the respondents rarely faces stress situation in their hospital.

• In the study few respondents optimistically handle stress situation themselves.

• Maximum respondent have not been taken leave for past 12 month.

**SUGGESTIONS**

• During the study find that number of doctors is less and patients are more so more new appointments should be done.

• The management should have effective strategies to tackle stress among doctors like yoga, music, plantation of green trees and plants in the hospitals.

• Stress handling courses should be started in the hospital to manage stress among doctors. Meditation center should also include in the hospital campus.

* Rest rooms for night shift doctors should be made where doctors can relax for a while.

• The working hours should not be very long and proper relaxation time should be included in the working hours.

**LIMITATION OF THE STUDY**

The sample consisted only of employees in the day shift. Employees of the night shift were not considered for the purpose of study. There is no concrete basis to prove the response given is a true measure of the Opinion of all the employees as a whole. The questionnaire contained mostly multiple-choice questions; therefore many respondents may not have given a proper thought before answering the questions. Sensitive information cannot be displayed in the project report. Most respondents might be influenced by their peers in answering the questions. Due to this, it is clear that most of the respondents were young.

**CONCLUSION**

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. There is both positive and negative stress, depending on each individual’s different perception of the tension between the two forces. Stress bears deliberating effects on both the employees and the employer. The overall level of stress among doctors in government hospitals and private hospital is not so high. Maximum number of doctors falls under medium stress level category, followed by low medium stress level category. Stress in Good quality management requires hospital management to show appreciation whenever a good work is performed. It is observed that maximum doctor says that the work culture is supportive in their hospital. Providing enough break-time may automatically help in solving the problem of long working hours.

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