

Impact of Work Stress on Job Performance: a Study on working Nurses in Hospitals in Agra City

Mr. Agam Prasad

*Research Scholar, Department Of Management,
Dayalbagh Education Institute,
E: agamprasad80@gmail.com*

Abstract

Main objective of the study is to find out the relationship between job stress and job performance of working women in hospitals in Agra city. In Agra several good private hospitals operating his business and providing health services to the population of the city. In Agra several patient from nearby district are refer for better treatment. For survey purpose 100 sample sizes has been chosen. In this industry stress level of working people are very high in comparison to other industry. Several past studies showed that job stress affect the job performance directly. Job performance can be viewed as an activity in which an individual is able to complete the task assign to him/her successfully.

In carrying out the study, random sampling technique was used to select 100 employees of different hospitals of Agra city, who have worked at least 5 years in them. Relevant data were collected using structured questionnaire. The chi-square test and t-test was used to test the hypothesis. The findings showed that job stress brings about subjective effects such as feeling undervalued and workplace victimization/ bullying, unclear role/errands, work home interface; fear of joblessness, exposure the traumatic incidents at work and economic instability among our target population. Resulting in poor concentration, mental block and poor decision making skills.

Keywords: Work Stress, Performance, HR policies, Work load

Introduction

In present scenario working in any organization is not easy, now pattern of doing a job is now completely changes. Working in a hospital is a very challenging job, because long working hour and heavy workload are main reason for job stress in this industry.

Employees working in the human related services professions, those job where employee have an obligation for other people's health, safety or well-being-such as nurses and physicians, (Griffiths, et al., 2003; Winefield, 2003), correction officers (Cullen, et al, 1985), teachers (Greenglass& Burke, 2003), the clergy (Cotton, et al., 2003) and police officers (Hart & Cotton, 2002), are particularly vulnerable to stress (Cherniss, 1980 ; Azad marzabadi, &GholamiFesharaki, 2010). A survey conducted by the National Institute for Occupational Safety and Health (1999) and found that the between 26% and 46% of surveyed workers in the India consider their jobs to be very stressful. Job stress impact negative consequences for workers, such as high health care costs (Goetzel, et al., 1998) and increased risk for depression and anxiety (Corpley, Steptoe, &Joekes, 1999).

Stress has nowadays become a prevalent state in everyday human life especially among different employees at various levels of job. On the one hand stress is the motivational force and on the other side it is the cause of depression. In fact the lack of stress is the end of life, as there is no enthusiasm towards the accomplishment of goals. When an employee is at the work place there are different stressors that are having a direct impact upon the performance of employees.

Following this view, work stress exists when people perceive that they have difficulty in coping with the demands relating to work and that their sense of well-being is being threatened. Many stressors associated with nursing have been identified. For examples, shortage of staff, work overload, too much administrative work, lack of support from superiors and peers, uncertainty concerning treatment, etc. were some stressors commonly encountered by nurses (Tsai, 1993, Tyler &Cush way, 1995; Simoni& Paterson, 1997). These stressors were found to be negatively related to nurses, physical and psychological well-being (Boswell, 1992, ' Tsai, 1993). A number of researchers have defined stress in different words such as, Kazmi, Amjad, & Khan (2008), have defined stress as "a change in one's physical or mental state, in other words disturbance or imbalance from normal state.

Stress is caused disturbed events in work environment, social environment, and in routine life (work, family and social life) and also caused by emotional, psychological, mental and physical illness". Moreover, "Stress comes from any situation or circumstance that require behavioral adjustment any change either good or bad is stressful or whether it's positive or negative change, the physiological response is same" (W. Collagen& M. Higgins, 2010).

Many other researchers found that work stress arises when an individual experiences a demand that exceeds his/her real or perceived abilities to successfully cope with the requirement of the job, resulting in disorder to his/her emotional and physiological balance. Dewe, Cox, and Ferguson, (1993) argued that "stress is not the internal attitude of person or his surroundings but it is the interaction between them, it can also be called as

ongoing transaction i.e. the relationship of person and the surroundings”, (Cooper, O’Driscoll, & J. Dewe, 2001). So, basically what is stress?

The HSE (Health Safety Executive UK) defines stress is an undesirable response people have to tremendous pressures or other types of demands placed upon them. It arises when they worry they cannot deal with. Some stress can be good, and some can be bad. HSE distinguishes between stress and pressure. Pressure is seen as positive and something that actually helps improve our performance.

We all need a certain amount of pressure to perform well - ask any athlete, actor or actress. However, the problems arise when the sources of pressure become too frequent without time to recover, or when just one source of pressure is too great for us to cope with. Stress can be understood more comprehensively as, it is a condition which happens when one realizes the pressures on them, or the requirements of a situation, are wider than their recognition that they can handle. If these requirements are huge and continue for a longer period of time without any interval, mental, physical or behavioral problems may occur, (Health & Safety Executive UK). Stress has a positive effect on employees of any organization but up to a certain extent up to which an employee can cope with it, mostly it exceeds the bearable limits and has a negative result on employees. The purpose of this study is to investigate the relationship between job stress and performance among the hospitals nurses.

Review of Literature

With so many reports of stress worldwide, it seems that everyone everywhere is under stress and depression. Worldwide the jobs are getting more and more demanding. Employees are being laid off due to financial and energy crisis and the competition are increasing day by day. Truly the modern era is known as the “age of anxiety and stress”. Whatever the size of an organization is, either large or small, workplace stress exists due to the complexity of today’s organizations and this significantly reduces an employee’s performance at work. In UK the organizations are trying to deal with this situation. There are many antecedents of stress; however, eleven of them are most commonly used by researchers. Which include Work Overload, Role Ambiguity, Role Conflict, Lack of Feedback, and Employee Participation, Keeping up with quick technological change, Responsibility for people, Career Growth, Recent Episodic events and Organizational Structure and Design? However, generally in industrial sector and specifically in textile sector certain other stressors are more at work causing a lot of stress among employees.

Job Stress

A. Work Overload/ Pressures

At Work that creates pressure when it exceeds an individual’s capacity level. It is a situation where a person feels pressure on him, or when the demands of a situation are much larger than what one can handle; and if this situation continues for a long time without any pauses or breaks, then different physical, behavioral and mental problems may arise.

B. Support at Work

Support from supervisors and colleagues helps to reduce stress at work place. Without much support from the supervisors and peers, the workers feel alone and dissatisfied and their pace of work and performance retards.

C. Role Ambiguity/ Job Clarity:

Stress is created where the employee lacks information regarding his authorities, tasks to be performed, duties and powers.

D. Long Work Hour:

An employee’s desire for performing better diminishes when he is forced to sit for long hours and his level of stress increases with increase in the hours he work.

E. Job Insecurity:

Job Insecurity includes powerlessness and threats to one’s job. Threat to one’s job www.ajbms.org Asian Journal of Business and Management Sciences ISSN: 2047-2528 Vol. 2 No. 1 [20-28] ©Society for Business Research Promotion | 22 includes both qualitative and quantitative aspects where quantitative aspect means threat of losing one’s job while qualitative aspect is related to a reduction in one’s job features, for instance, promotions, increments and development in career path.

F. Role Conflict:

When a person is exposed to contradictory demands by his supervisor or his subordinate, the person feels stress.

G. Family:

Family and work life is mutually dependent and interconnected with each other as one area of life is affected by experiences in other area. An employee has to experience stress if conflict arises between family and work life.

H. Control and Decision Latitude:

Level of participation in decision making and influential power of employee over job related decisions has effect on stress level at work place.

I. Physical Agents:

If employee’s job exposes him to breathe fumes, dust or other potentially harmful substances then these factors can create stress in employees. Stress has also

been defined as a reaction to physical agents of working environment that also have impact on employee’s performance. Stress is a reaction of employee to environmental stimulus.

Link Between stress and Performance: To measure job performance and job stress, four relationships has been suggested. When performance diminishes with stress, negative linear relationship is there. Positive linear relationship is also found, when stress causes better performance. If stress initially improves productivity, and then it diminishes when feelings of distress prevails on employee, then curvilinear or u-shaped relationship is found. Sometimes, no certain relationship is found between stress and performance. Stress positively affects up to tolerable level and when it exceeds this level, it has negative impact on employee performance.

Need and Importance of the Study

Women employees specially nurses working in hospitals facing high level of work stress due to the prevailing competitions. In addition to the nurses need to focus their work to service their patient through their devoted work system. Secondly, they also need to undertake family care as like traditional working women. Due to this effect leads to job stress and imbalance among them.

Objective of the Study

- I. To find out the major cause of work stress in life of working women (nurses).
- II. To examine impact of work stress on their personal as well as professional life of working women.

Hypotheses:

- H₁:** there is no significant impact of job stress on performance of working women’s (nurses).
- H₂:** There is no significant impact on level of stress of stress reduction policies adopted by hospital management.

Research Methodology

Type of Research	Descriptive Research
Data type	Questionnaire, Schedules
Data Source	Primary as well as secondary
Sampling technique	Judgmental as well convenience
Sample size	100 for general public

Results and Discussion

The questionnaire used to study is structures and constructive one. The questions used in the questionnaire were pre-tested. Its validity and reliability were also verified and tested. The validity aspects cover

contents, criteria and consistency. The reliability value is found to be 0.86% (Cronbac alpha 86%. The constructed questions were open, closed and multiple choices in nature. Some of the questions were designed as itemized, graphical rating and likert scale. Results of the study are as follows:

- 1. 68% of Nurses feels more pressurized during working hours due to family responsibilities.
- 2. 55% of working women feels less career development opportunities due to family responsibilities.
- 3. 80% women feel that due to job they have no sufficient time for their kids.
- 4. 76% women say that they have less time for their husband also.
- 5. 69% women say very difficult to manage balance in personal life as well as professional life.
- 6. 75% women’s feel that supervisor does not support her on job.
- 7. 90% women’s says that workload is more responsible for their stressful life.
- 8. 58% women do not want to do night duty at hospitals in Agra.

More facilities must be provided to nurses because they take care of every patient, but in terms of payment in comparison to their work, they say salary is very low. Secondly, long working hours should be reduced, and some authority must be delegate to them. Researcher found in their study that relation with management is not so good; they have fear of job any time.

Conclusion

Researcher found in their study that family-friendly policies must be adopted by the management, like maternity leave, job sharing arrangements, provision of small kids care facilities etc...These facilities make working women happy, and secondly boost their moral also. Main problem of this industry to find out experienced working women.

Moreover the management should also make arrangements for environmental family-friendly. Management must keep in mind that some relaxation should be given to married women in comparison to others.

If management expects best performance from their employees, they must be treated as assets of the organization. They must be treated like that they are the part of the family.

Reference

- [1] Alan J. Dubinsky, Rolph E. Anderson, and Rajiv Mehta,(1999) Selection, Training, and Performance Evaluation of Sales Managers: An Empirical Investigation Journal of Business-to-Business Marketing, Vol. 6(3) pp. 37-69
- [2] Alan J. Dubinsky, Steven J. Skinner and Tommy E. Whittler, (1989) Evaluating Sales Personnel: An Attribution Theory Perspective. The Journal of Personal Selling and Sales Management, Vol. 9, No. 1, pp.9-21

- [3] Artur Baldauf, David W. Cravens, and Nigel F. Piercy (2001). Examining Business Strategy, Sales Management, and Salesperson Antecedents of Sales Organization Effectiveness. *Journal of Personal Selling & Sales Management*, Volume XX1, Number 2, pp109-122).
- [4] Ashraf M. Attia, Earl D. Honeycutt, Magdy Mohamed Attia (2002). The difficulties of evaluating sales training. *Industrial Marketing Management* 31, Elsevier Science Inc.(2002) 253– 259
- [5] Babu John Mariadoss, Chad Milewicz, Sangwon Lee, and Arvin Sahay, (2013) Salesperson competitive intelligence and performance: The role of product knowledge and sales force automation usage *Industrial Marketing Management* 43, Elsevier 136–145
- [6] Bryan Lilly, Thomas W. Porter, and A. William Meo, (2002) How Good are Managers at Evaluating Sales Problems? *Journal of Personal Selling & Sales Management*, vol. XXIII, no. 1, pp. 51–60.
- [7] Bindya Goyal, (2014), Work-life balance of nurses and lady doctors,
- [8] C. Fred Miao, Kenneth R. Evans (2012). Effects of formal sales control systems: A combinatory perspective. *Intern. J. of Research in Marketing* 29 Elsevier 181–191
- [9] Christopher R. Plouffe, Willy Bolander, and Joseph A. Cote, (2014) which influence tactics, lead to sales performance? It is a matter of style, *Journal of Personal Selling & Sales Management* Rutledge, Vol. 34, No. 2, pp141–159
- [10] David M. Holley. (1986) A Moral Evaluation of Sales Practices, *Business & Professional Ethics Journal*, Vol. 5, No. 1, pp. 3-21
- [11] Donald W. Jackson, Jr., Janet E. Keith, and John L. Schlacter. (1983) Evaluation of Selling Performance: A Study of Current Practices. *The Journal of Personal Selling and Sales Management*, Vol. 3, No. 2, pp.42-51
- [12] Emin Babakus, David W. Cravens, Ken Grant, Thomas N. Ingram, Raymond W. LaForge.(1996) Investigating the relationships among sales, management control, sales territory design, salesperson performance, and sales organization effectiveness. *Intern. J. of Research in Marketing* 13 Elsevier 345-363
- [13] Heidi M. Winklhofer, Adamantios Diamantopoulos (2002) Managerial evaluation of sales forecasting effectiveness: A MIMIC modeling approach. *Intern. J. of Research in Marketing* 19 Elsevier 151–166
- [14] James W. Gentry, John C. Mown and Lori Tasaki. (1991) Salesperson Evaluation: A Systematic Structure for Reducing Judgmental Biases. *The Journal of Personal Selling and Sales Management*, Vol. 11, No. 2, pp. 27-38
- [15] Kenneth R. Evans and John A. Grant (1992) Compensation and Sales Performance of Service Personnel: A Service Transaction Perspective. *The Journal of Personal Selling and Sales Management*, Vol. 12, No. 2, pp. 39-49
- [16] Lawrence B. Chonko, Roy D. Howell and Danny N. Bellenger, (1986) Congruence in Sales Force Evaluations: Relation to Sales Force Perceptions of Conflict and Ambiguity *he Journal of Personal Selling and Sales Management*, Vol. 6, No. 1, pp.35-48
- [17] Mahmoud M. Nourayi and Frank P. Daroca, (1996) Performance Evaluation and Measurement Issues. *Journal of Managerial Issues*, Vol. 8, No. 2, pp. 206-217
- [18] Ravi Ramamurti (1987) Performance Evaluation of State-Owned Enterprises in Theory and Practice. *Journal: Management Science*, Vol. 33, No. 7, pp. 876-893
- [19] Trent Wachner, Christopher R. Plouffe, Yany Grégoire. (2009) SOCO's impact on individual sales performance: The integration of selling skills as a missing link. *Industrial Marketing Management* 38 Elsevier 32–44