

# Consequences of Stress of Women Nurses at Various Hospitals at Coimbatore District

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## ABSTRACT

Health care providers or health professional is an organization or person who delivers proper health care in a systematic and professional way to any individual those are in need of health care services. Today the health care industry is considered as one of the largest industry throughout the world. It includes thousands and thousands of hospitals, institutions which will provide primary, secondary and tertiary level of care. In order to deliver this care, these health care industries require health care workers. Majority of these health care workers are nurses. They are providing care to each and every patient in every aspect of treatment. The nursing staffs, customer care or the front office are the most critical and important factors in their premium services. A hospital should treat its employees especially its nurses in the same way as it treats its patients because if the employees are not satisfied with their jobs, they will leave them. The stress related factors out of work pressure, personal and family reasons also stimulate the nurses to look for new avenues. This study is made as an attempt to analyze the various stress management strategies followed in various categories of hospitals.

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## 1. Introduction and Problem Discussion

Service is a continuum which is intangible in nature. Among the various service operations in real life, hospital service is a prominent one because it is a pure service which requires patience cum client support. The people employed in hospital sector have a mission to serve the disabled. Among the various responsibility centres in hospital profession ranging from doctors, nurses, lab technicians, patient care, reception, administration, accounts and housekeeping, the occupation of nurses plays a significant role that leads to the success of the service in hospital sector. Nursing is a kind of care taking service which involves round-the-clock responsibility with more attention and patience. Only the individuals having the qualities of courtesy, courage and conviction can meet the job profile of nursing. Especially, in a country like India the nursing jobs in various hospitals are occupied by women employees. According to a recent statistics disclosed by Indian Medical Association, 65% of nursing occupation in India is filled and continuously balanced by women nurses.

Nursing is the form of noble service which helps the ill by offering not only medicine, but also kind care and courtesy. It is a round-the-clock service that should be delivered with care and smile. It is the service which cannot be compared with other forms of services. It involves deep concentration, simultaneous presence and effective managing of human anatomy. Since the nursing services need a comprehensive human understanding before, during and after delivering the services, women are preferred more than men in this particular occupation. It is because women always possess the nature of patience, service attitude and empathy while compared to men.

Normally women nurses give more attention to their responsibilities. They give extra care to the patients while compared to male nurses. Women nurses are considered to be devoted to their jobs with overloaded responsibilities. Due to

physical, social and environmental changes, their duties and responsibilities induce unexpected occupational stress related to their job. It causes physical and mental damages in them. Stress and distress related aspects among women nurses bring individual and family problems. Both private and government hospitals offer various training and counseling programmes to women nurses in order to manage and reduce the level of occupational stress. In order to understand the consequences of stress of women nurses in various hospitals irrespective of its size of operations, the researcher decided to organize a study in the title of "Consequences of Stress of Women Nurses at Various Hospitals at Coimbatore District".

## 2. Review of Literature

**Thirumaleswari T. and Ragothaman C.B. (2013)** in their study titled "A Comparative Study about the Managing of Stress by Women Nurses both at Private and Government Hospitals at Kanchipuram District" listed various factors relevant to stress - physical stress, work stress, social stress, psychological stress, family stress and environmental stress which are the important parameters that determine the type of stress and its influences on nurses.

**Thirumaleswari T. and Ragothaman C.B. (2014)** in their research article in the title "Quality Work Life Pattern of Women Nurses and its Influence on Patient Care Management – A Study with reference to selected Hospital in Chennai" identified that the career background like experience, type of hospital and income, influence Quality Work Life of nurses on patient care management with respect to working condition, work time/schedule, working environment, work place support, financial benefits, non-financial benefits, job security, work place attitude and work place safety.

## 3. Objectives of the Study

1. To know the stress management strategies adopted by women nurses at personal, family and organizational levels.

**4. Research Methodology**

**Study Area**

The study has been carried out among the women nurses in Government and Private hospitals at Coimbatore District.

**Sampling Design**

For the present study, stratified disproportionate random sampling has been used. The required sample for the study has been taken from the government and private hospitals. The nurses working in the hospitals have been taken to a total of 100 covering all the designations.

**Sources of Data**

The required data for the study has been obtained from the both Primary and Secondary sources. The primary data required for the study has been obtained from the women nurses with the help of a structured questionnaire and secondary data from various published and unpublished sources from media and technology.

**Limitations of the Study**

1. The study has been made only in consideration with Coimbatore district and the results may not be applicable to other parts of the state or country.
2. The study is based on primary data which is based on the respondents' attitude in answering.

**5. Analysis and discussion**

**Table 1: Demographic Profile of Respondents**

S. No	Respondents	No of respondents	Percentage (%)
1	Marital status	Married	49
		Unmarried	34
		Divorced/Widowed	17
2	Age	Below 25 years	30
		26-40 years	33
		Above 40 years	37
3	Type of organization	Government	44
		Private sector	56
4	Qualification	Diploma	17
		UG	53
		PG	30
5	Experience in years	Less than 5	49
		6 – 10	23
		11 – 15	15
		More than 15	13
	Monthly Income	Less than 15000	51
		15001-20000	32
		20001 and above	17

Source: Primary data

The table 1 depicts the demographic classification of nurses as respondents taken for the present study. They are classified on the basis of marital status, age, Type of organization in which they work with, educational qualification,

monthly income and experience. The results represent their presence in the job at various positions in various hospitals in and around the Coimbatore district.

**Table 2: Managing of Occupational Stress**

Levels	Parameters	No. of respondents		Percentage	
		Yes	No	Yes	No
Personal	Meditation	73	27	43	57
	Yoga	36	64	36	64
	Mind Diversion	52	48	52	48
	Exercises	26	74	26	74
	Counseling	59	41	59	41
	Therapies	33	67	33	67
Psychological	Personality grooming	28	74	28	74
	Perceptual changes	56	44	56	44
	Attitude formation	55	45	55	45
	Self motivation	68	32	68	32
	Relationship Management	58	42	58	42

	New learning avenues	10	90	10	90
Organizational	Medical counselling	56	44	56	44
	Orientation/ Workshop/Training	89	11	89	11
	Sabbatical leave	69	31	69	31
	Medi claims	70	30	70	30
	Job rotation	91	09	91	09
<b>Source:</b> Primary data					

Outlines the opinion of respondents about the methods of managing occupational stress at different levels like personal, organizational and psychological aspects. In personal level, 73 percent manage by meditation, 36 percent by yoga, 52 percent by mind diversion, 26 percent by exercise, 59 percent by counseling and 33 percent by therapies.

The managing of occupational stress by the respondents based on psychological balance, 28 percent manage by personality grooming, 56 percent perceptual change, 55 percent by attitude formation, 68 percent by self motivation, 58 percent by relationship management and 10 percent manage by new learning avenues.

In organizational level, 56 percent of the respondents manage stress by medical counseling offered by organizations, 89 percent by workshop/training, 69 percent by sabbatical leave, 70 percent by medi claims and 91 percent manage by job rotation.

## 6. Conclusion

Even though the women nurses employ different strategies to manage occupational stress at personal, family,

work related and health oriented factors, the consequences are encountered by them as well the patients in different dimension. In order to address the problem, the present study has been conducted with the narrated objectives of studying the demographic profile of women nurses in present day hospital systems, and also addressed the various strategies employed by women nurses to manage occupational stress. The study highlights the view represented by the respondents in managing the stress and various strategies pertaining to the same.

Even though the women nurses employ different strategies to manage occupational stress at personal, family, work related and health oriented factors, the consequences are encountered by them as well the patients in different dimension. In order to address the problem, the present study has been conducted with the narrated objectives of studying the demographic profile of women nurses in present day hospital systems, attitude of choosing the career, opinion their work system, attitude about occupational stress its influences, opinion about the outcome of occupational stress on personal, family, health and organizational dimensions.

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