

Factors Causing Stress Among Employees of Abeer Family
Medical Centre Calicut, Kerala

By

Arun. A. S

*Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Hospital and Health Management*

Academic year, 2017-2019



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TO WHOMSOEVER MAY CONCERN

This is to certify that **Dr. Arun.A.S** , student of MBA Hospital and Health Management from The IIHMR University, Jaipur has undergone internship training at **Abeer Family Medical Centre, Calicut** from **06th Feb'19 to 05th May'19**.

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

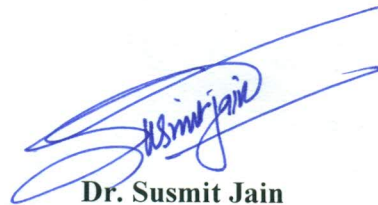
I wish him all success in all his future endeavors.

A handwritten signature in blue ink, appearing to read 'Ashok Kaushik'.

Col.(Dr.) Ashok Kaushik

Dean, Academics and Student Affairs

The IIHMR University, Jaipur

A handwritten signature in blue ink, appearing to read 'Susmit Jain'.

Dr. Susmit Jain

Associate Professor

The IIHMR University, Jaipur

The certificate is awarded to

Dr. Arun.A.S

In recognition of having successfully completed his
Internship in the department of

Operations

and has successfully completed his Project on

“FACTORS CAUSING STRESS AMONG EMPLOYEES”

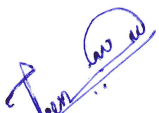
Date:06.02.2019 To 05.05.2019

Organisation: ABEER FAMILY MEDICAL CENTER,CALICUT

He comes across as a committed, sincere & diligent person who has a strong
drive and zeal for learning

We wish him all the best for future endeavours

For Abeer Family Medical Center


Teenu Babu

Executive HR



CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled "Factors Causing Stress Among Employees" and submitted by Dr.Arun.A.S Enrollment No. IIHMR-U/01/2017-19/0544 under the supervision of Dr.Susmit Jain for award of MBA in Hospital and Health of the University carried out during the period from 06/02/2019 to 06/05/2019 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.



Signature

THE IIMMR UNIVERSITY, JAIPUR
CERTIFICATE BY SCHOLAR

This is to certify all ethical issues have been considered while collecting data for my dissertation titled "Factors causing stress Among Employees of Abeer Family Medical Centre Calicut, Kerala (February 2019).



Signature of student

ABSTRACT

Factors Causing Stress Among Employees of Abeer Family Medical Centre Calicut, Kerala”

Submitted By: Dr. Arun.A.S
MBA/HM-22, ROLL NO.0544
Guided By: Dr. Susmit Jain

Introduction :

Stress among employees is a universal and common challenge to organization and employee's productivity.

Employees working in different sectors and organizations must deal with stress. Stress contributes to decreased organizational performance, decreased employee overall performance, high error rate and poor quality of work, high staff turnover, and absenteeism due to health problems such as anxiety, emotional disorder; work life imbalance; depression and other forms of ailments such as frequent headache; obesity and cardiac arrests.

OBJECTIVES:

1. To identify different factors which causes stress among the employees.
2. To provide suggestions to the management on formulating strategies for stress management.

METHODOLOGY:

STUDY DESIGN: Descriptive Cross-Sectional Study

SETTING: Abeer family medical centre, Calicut.

STUDY TOOLS: Structured questionnaire was used.

DURATION OF THE STUDY: 5st Feb 2019 to 4th May 2019

SAMPLE SIZE: The sample size was fixed at 60 on the basis of convenience sampling from the category of Non- Probability Sampling Method. Out of 60 employees there were: 20 Nursing staff, 6 Laboratory staff ,6 Receptionists, 6 Pharmacists,

4 Housekeeping staff, 4 Transportation staff, 2 Human resource, 2 Marketing staff, 2 Accountants, 2 Optometrists, 2 Radiology technicians, 2 Security department.

SAMPLING TECHNIQUE: Convenience Sampling.

DATA COLLECTION PROCEDURE:

Data collection tool:

Primary data: In this study, structured questionnaire and personal interview with the employees as the tool of data collection.

DATA ANALYSIS PROCEDURE:

Raw data was entered and analysed in MS Excel spreadsheet.

RESULTS:

It was observed that stress was the major issue that was directly impacting the work performance and effectiveness of the employees and so their mental status. The employees agreed that, Stress management programmes should be conducted in the organisation for reducing stress and improving work performance. The main factors of stress were long working hours, low salary, Health problems, Life trauma, financial problems and job security. Majority of the employees felt that work pressure and deadlines are the major factors for creating stress. Many of the employers were already practicing Yoga and Meditation to overcome stress.

CONCLUSION:

Stress in the workplace has become the major problem. Most of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they like. Employers should provide a stress-free work environment, recognize where stress has become a problem for staff.

ACKNOWLEDGEMENT

An endeavour over a period can be successful only with the advice and support of well-wishers. I take this opportunity to express my gratitude and appreciation to all those who encouraged me to complete this project.

I am extremely thankful and pay my gratitude to Dr. Major Dinesh, Operations Head, Abeer Family Medical Centre, Calicut for giving me his valuable time, suggestions and support throughout the study, greatly eased my task of completing this project.

I would like to extend my sincere and heartfelt thanks to Ms. Teenu Babu, Executive HR, Abeer Family Medical Centre, Calicut, for providing me an opportunity to learn and develop professionally.

I express my sage sense of gratitude and indebtedness to our Dean, Dr. (Col) Ashok Kaushik, IIHMR University, Jaipur.

I would like to extend my deep gratitude to my guide Dr. Susmit Jain, Associate Professor, IIHMR University. I am greatly indebted to him for providing his valuable guidance at all stages of the study, advice, constructive suggestions, positive and supportive attitude and continuous encouragement, without which it would not have been possible to complete this project.

I would like to present Sincere thanks to the employees, doctor, nurses and the other staff of Abeer Hospital sparing their valuable time extends support and providing relevant information.

I hope that I can build upon the experience and knowledge that I have gained and make a valuable contribution towards the industry in coming future.

Dr. Arun.A.S.

MBA /HM -22,

IIHMR University, Jaipur

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LIST OF ABBREVIATIONS:

HOD: Head of the department

MS: Microsoft excel

Chapter 1

1.1 INTRODUCTION

The word stress is derived from the Latin word “stringi”, which means “to be drawn tight. Stress, an unpleasant state of emotional and physiological arousal that people experience in situations that they perceive as dangerous or threatening to their well-being. The word stress means different things to different people. Some people define stress as events or situations that cause them tension, or negative emotions such as anxiety and anger. The impact of stress includes physiological changes-such as increased heart rate and muscle tension-as well as emotional and behavioural changes.

Stress have a big impact on our body, in ways that are felt by the individual. One of the most visible by-products of stress is weight gain many people find themselves to be "emotional eaters". Stress is a common experience. Stress refers to the pressure and reactions to our environment which results in psychological and physical reactions. Often people experience stress because of problems at work or in social relationships, such as a poor evaluation by a supervisor or an argument with a friend.

1.2 OBJECTIVES OF THE STUDY:

- 1.To identify different factors which cause stress among the employees.
- 2.To provide suggestions to the management on formulating strategies for stress management.

1.3 AIM:

Stress management is very important in the competitive business world. Each employee everyday face stress situations in their work life. The work stress affects them both mentally and physically. So, it is very important every organization takes adequate steps to manage stress, because it is said that,

“A Healthy Employee is a Productive Employee”

1.4 SCOPE OF THE STUDY:

The study was carried out to define how the Hospital sector should work in terms of managing stress and where the company is lacking for doing the same, in addition what all techniques should be used so that they manage the stress effectively. For conducting the study help of certain tools were taken such as journals, net search, filling up of questionnaires and interactions with the HR manager of the organization.

Chapter 2

REVIEW OF LITERATURE

An Exploratory Study on Turnover Intention among Private Sector Employees:

Chan Yin-Fah B, Foo Y, Chee-Leong L et al. International Journal of Business and Management (2014)

This study aims to study the organizational commitments, job stress, job satisfaction and turnover intention among the private sector employees in Petaling. A total of 120 employees in Petaling District were selected conveniently. Majority of the employees were single (77.5%), followed by married (20%), and divorced 2.5%. Results showed that majority of the employees experienced moderate level of commitment (70.8%); half of the total employees (50%) experienced high level of job stress; 67.5% of them experienced moderate level of job satisfaction and 42.5% of them experienced moderate level of turnover intention). Further analysis concluded that demographic background of respondent mediated the relationship between organizational commitments, job stress, job satisfaction and turnover intention.

Empirical Analysis of Job Stress on Job Satisfaction among University: Bhatti N,

Hashmi M Raza S, et al. International Business Research (2011)

This research investigates the relationship between job stress and job satisfaction among University teachers in Pakistan. Data were collected from 400 employees from cross sectional method from all four provinces by using simple random technique. The determinants of job stress that have been examined under this study include, management role, relationship with others, workload pressure, homework interface, role ambiguity, and performance pressure. The results show there is a significant relationship between four of the constructs tested. The results also show that there is significant negative relationship between job stress and job satisfaction. It was revealed that 70 percent of the faulty members are not satisfied from their salaries. Job stress has negative impact on their health.

A study of relationship between job stress, quality of working life and turnover

intention among hospital employees [Mosadeghrad A](#), [Ferlie E](#), [Rosenberg D](#)

Health Services Management Research (2011)

The purpose of this study was to gain a better understanding of the relationships between job stress and QWL of employees, and their impact on turnover intention at Isfahan hospitals, Iran. The study employed a cross-sectional research design. A validated questionnaire was used to collect data from hospital employees. Overall, 26% of employees graded their job stress high. The major sources of stress were inadequate pay, inequality at work, too much work, staff shortage, lack of recognition and promotion prospects, time pressure, lack of job security and lack of management support.

Occupational Stress in Organizations and Its Effects on Organizational Performance. Ongori H, Agolla J *Journal of Management Research* (2008) 8(3) 123- 135

The scope of this study is to understand the causes, symptoms and effects of occupational stress on organizational performance. The data used for this study was generated by convenience random sampling of employees working in public sector organizations in Botswana. The findings from this study show that occupational stress affects employees in several ways and is a major source of employee's turnover in many organizations.

A study of the relationship between job satisfaction, organizational commitment and turnover intention among hospital employees: [Mosadeghrad A, Ferlie E, Rosenberg D](#) *Health Services Management Research* (2008) 21(4) 211-227

The purpose of this descriptive, co-relational and cross-sectional study was to gain a better understanding of the relationships between job satisfaction and organizational commitment of employees, and their impact on turnover intention at Isfahan Hospitals, Isfahan, Iran, in 2005. Data were collected by the distribution of two questionnaires among 629 employees of these hospitals through a stratified random sampling method. The results of the paper indicate that hospital employees are moderately satisfied with their jobs and committed to their organization.

Chapter 3

METHODOLOGY:

3.1 RESEARCH QUESTION:

What are the factors causing stress among the employees of hospitals?

3.2 STUDY DESIGN: Descriptive Cross-Sectional Study

3.3 SETTING: Abeer family medical centre, Calicut.

3.4 STUDY TOOLS: For conducting survey study, a structured questionnaire is used, which consists of the questions with well-designed manner, Use of charts- bar charts.

3.5 DURATION OF THE STUDY: 5st Feb 2019 to 4th May 2019

3.6 SAMPLE SIZE: The sample size was fixed at 60 on the basis of convenience sampling from the category of Non- Probability Sampling Method. Out of 60 employees there were: 20 Nursing staff, 6 Laboratory staff ,6 Receptionists, 6 Pharmacists, 4 Housekeeping staff, 4 Transportation staff,2 Human resource,2 Marketing staff ,2 Accountants, 2 Optometrists,2 Radiology technicians, 2 Security department.

3.7 SAMPLING METHOD: Convenient Sampling.

3.8 DATA COLLECTION TOOL:

Primary data: In this study, structured questionnaire and personal interview with the employees as the tool of data collection.

3.9 DATA ANALYSIS

Raw data was entered and analysed from MS Excel spreadsheet.

Chapter 4

RESULTS

Age Wise Distribution of the Employees

AGE	More than 50 years	40 – 50 Years	30 – 40 years	Below 30 years
Number Of Employees	10	22	18	10

TABLE NO: 1 Age Wise Distribution of the Employees

Interpretation: It was observed that 38% of employees were between 40 years and 50 years, 30% of the employees fall between 30 years and 40 years, 16% of employees were more than 50 years of age and remaining 16% of employees were below 30 years of age group.

Work Experience Distributions of the Employees

Work Experience	Above 20 Years	15-20 Year	10-15 Years	5-10 Years Below	5 Years
Number Of Employees	5	5	6	27	17

TABLE NO: 2 Work Experience Distributions of the Employees

Interpretation: It was found that 08% of the employees have more than 20 years of experience, 08% of the employees have (15-20) yrs of experience and 10 % of the employees have their experience between (10-15) yrs, 45% of the employees have (5-10) years of experience and remaining 29% of the employees have less than 5 years of experience

1. Stress management programmes are conducted in the hospital.

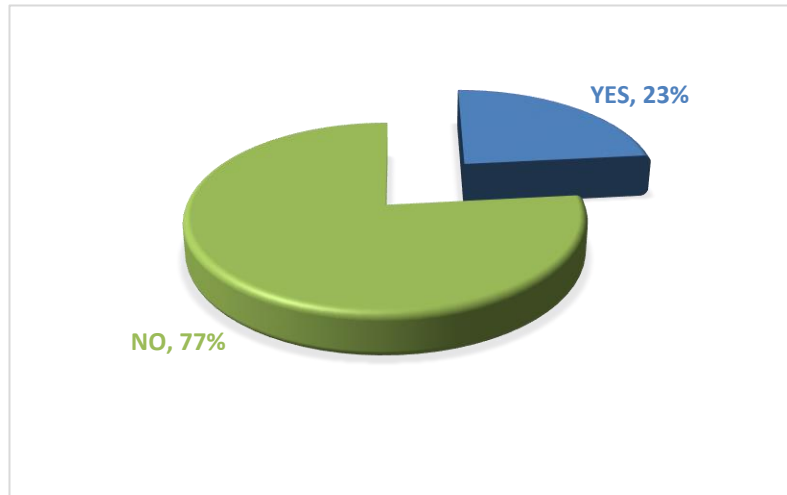


Figure1: Graphical representation of employees

Inference: From the graph, we can understand 23% of employees agree that, Stress management programmes are conducted in the hospital and 77% of employees disagree. Most of them disagree that program was not conducted, and others may have forgotten it, or they were absent that time.

2. Stress management programmes have helped my team in overcoming stress.

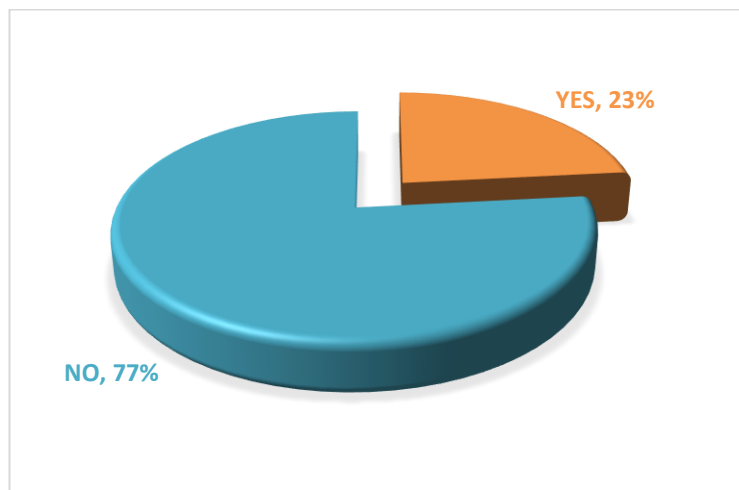


Figure2: Graphical representation of employees

Inference: From the above chart we can understand that, 23% of employees agree that Stress management programmes have helped their team in overcoming stress, and 77% of employees disagree that.

3.I practice the following to manage my stress from work:

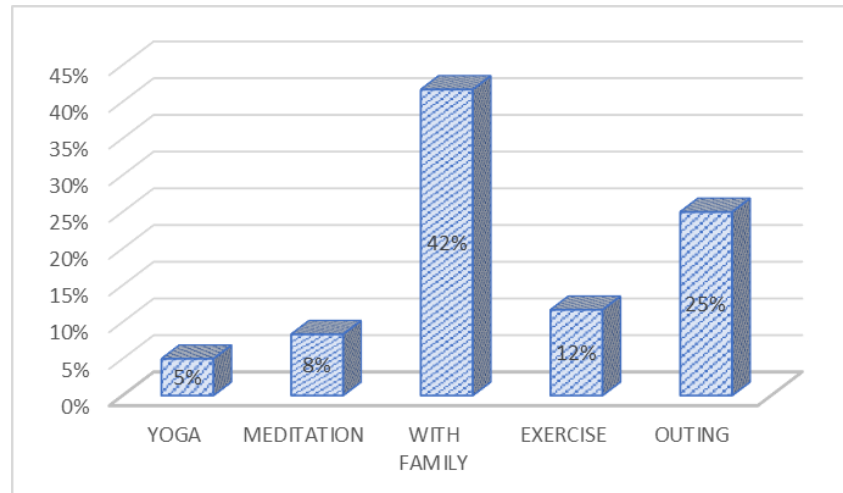


Figure 3: Graphical representation of employees

Inference: These are multiple choices; From the above chart, we can understand that 5% of employees are practicing Yoga to manage stress from work, 8% are practicing Meditation, and 42% are spending time with their families, 12% are practicing Exercise and 25% go for outing.

These Practices are more helpful for reducing stress.

4.The source of my stress is:

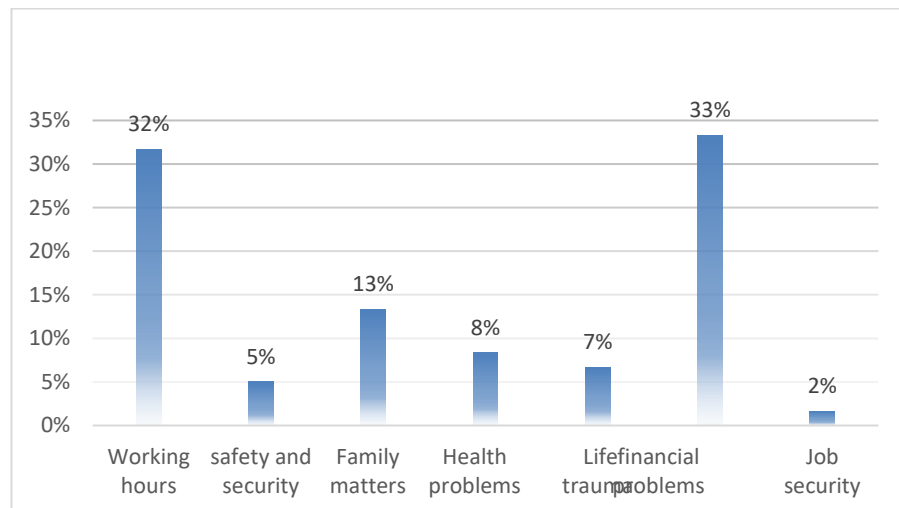


Figure 4: Graphical representation of employees

Inference: These are multiple choices; From the above chart we can understand that 32% employees have long working hours, 5% employees have safety and security, 13% employees have family matters, 8% employees have Health problems, 7% employees have Lifefinancial trauma, and 2% employees have Job security.

have Life trauma, 33% employees have financial problems and 2% employees have job security has their stress causing factors.

Here 32% of them agree their working hours causes for their stress and 33% have financial problems causes for stress.

5.I suffer from life style diseases.

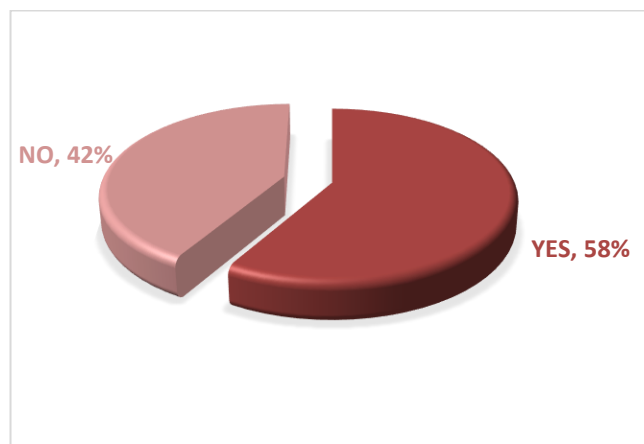


Figure 5: Graphical representation of employees

Inference: From the above chart, we can understand that 42% employees were suffering from lifestyle diseases and 58 % of employees were not.

Stressed people have a higher chance to develop lifestyle diseases.

6.I am not satisfied with the following working conditions.

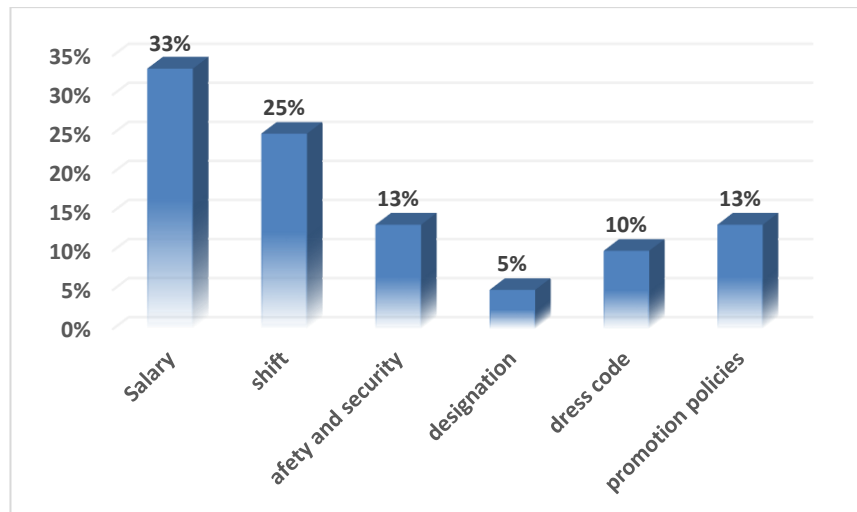


Figure 6: Graphical representation of employees

Inference: These are multiple choices; From the above chart, we can understand that 33% of employees were not satisfied with their salary, 25% of employees were not satisfied with their working shift, 13% of employees were not satisfied with their safety and security, 13% of employees were not satisfied with their designation, 5% of employees were not satisfied with insurance, 10% of employees were not satisfied with their dress code and 13% of employees were not satisfied with the promotion policies.

Dissatisfaction of these working conditions were leading to stress

7.I am able to adapt to the new technologies.

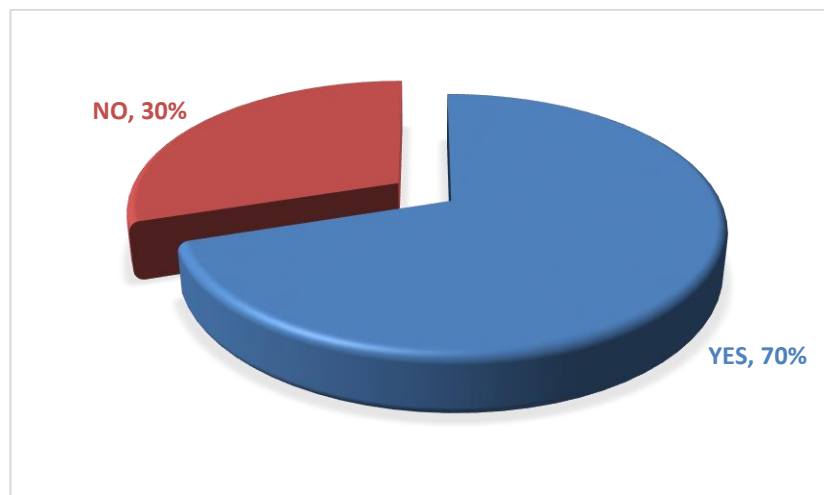


Figure 7: Graphical representation of employees

Inference: From the above chart, we can understand that 70% of employees were able to adapt to the new technologies, and 30% were not able to.

The employees were not able to adapt to the new technologies, which increased their work load and stress.

8.I feel better support from my manger/HOD can help in avoiding job related stress

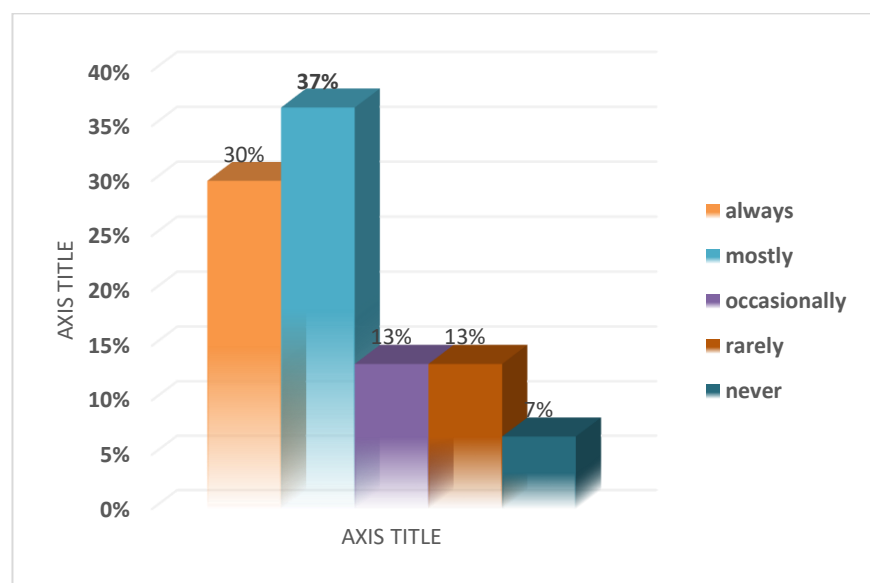


Figure 8: Graphical representation of employees

Inference: From the above chart, we can understand that 30% of employees always felt they got better support from their manger/HOD to avoid job related stress , 37% of employees felt they mostly got, 13% of employees felt they occasionally got,13% of employees feel they rarely got and 7% felt never supported.

If the employees get better support from their manger/HOD, it can help them avoid or at least reduce the job- related stress.

9.I have participated in the stress management programme conducted here last year.

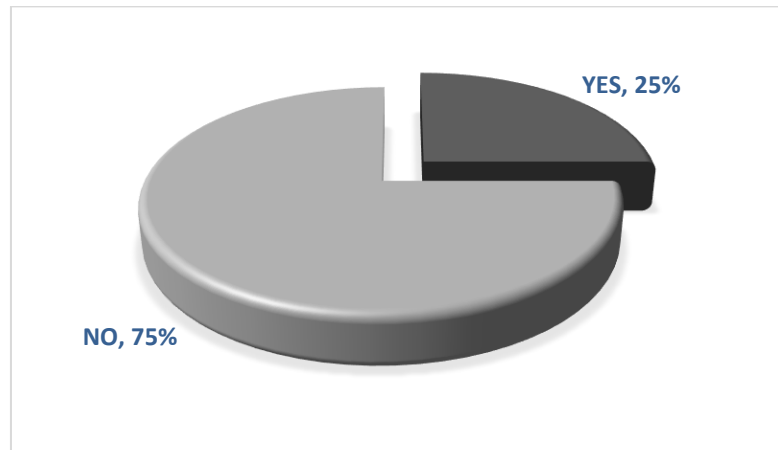


Figure 9: Graphical representation of employees

Inference: From the above chart, we can understand that 25% of employees have participated in the stress management programme conducted last year, and 75% have not participated.

The majority of employees have not participated. This type of programs is very helpful for the employees to reduce their stress.

10.Occasions like celebration of Annual day, Onam and Christmas help employees get relief out of stress at work.

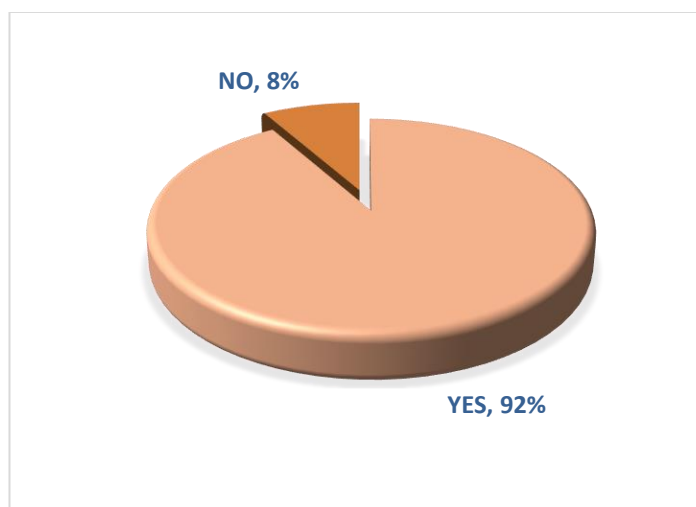


Figure 10: Graphical representation of employees

Inference: From the above chart, we can understand that majority of the employees agrees that occasions like celebration of Annual day, Onam and Christmas help employees get relief out of stress at work while a small group disagrees.

This type of occasions is most helpful to reduce stress.

11. Do you think deadlines are source of stress?

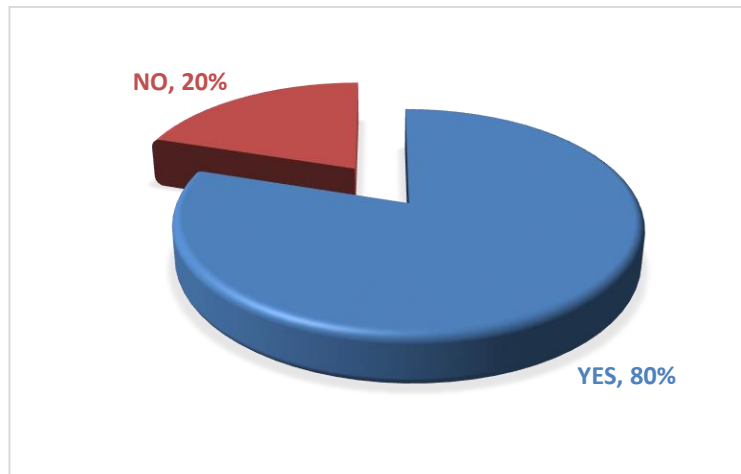


Figure 11: Graphical representation of employees

Inference: 80% of the employees felt that work pressure and deadlines were creating stress and impacting professional life.

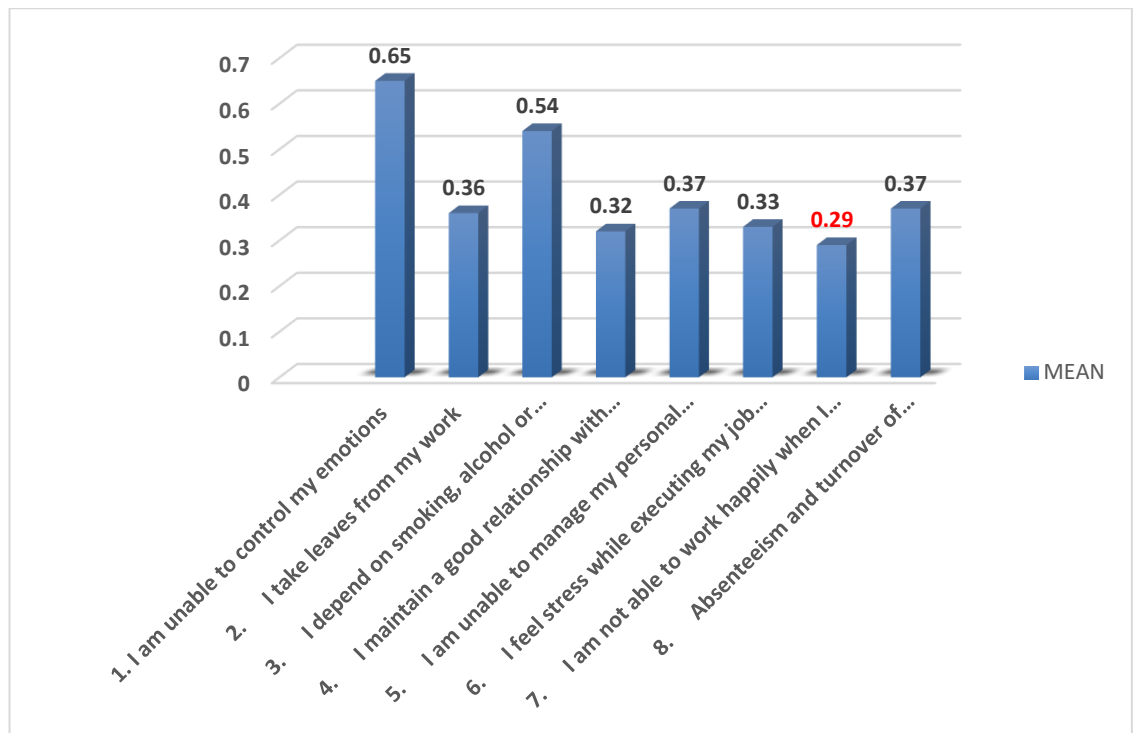


Figure 12: Graphical representation of Likert scale employees

From the above chart, we can understand that the lowest mean of 0.29 employees were not able to work happily when they are under stress, so directly impacting their work performance and effectiveness of the allocated work decreases and so their mental status.

Chapter 5

CONCLUSIONS

Work-related stress can result in high levels of employee turnover. Employees experiencing stress are more likely to make poor decisions and casual errors. Stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. Employers should provide a stress-free work environment, recognize where stress become a problem for staff, and act to reduce productivity. Workplace stress affects work performance; concentration, and learning. The major stressors identified in Hospitals are ill health of the employee, lifestyle diseases, salary issues, long working hours in the organization. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well-being and health of the employees, in the coming future the organization would make more revenue as well as employee retention.

Chapter 6

RECOMMENDATION

- 1) Conduct more Stress management programs and make sure all employees participate.
- 2) Give extra awareness to take precautions for lifestyle diseases.
- 3) Inform all employees if anybody needs counselling and should utilize the facilities provided by the hospital.
- 4) Managers and HODs should improve timely and right appreciations for the achievements made by employees. It will not only motivate them but also help relief out of stress.
- 5) Provide more recreation facilities.
- 6) Superiors should improve their relationship with subordinates.
- 7) Give more awareness to practicing Yoga and Exercise.
- 8) Celebrate festivals and make sure that everyone participates

9) Improve training and positive motivational policies.

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