

Study on Stress level Amongst Working Employees In Aster Hospital, Dubai



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Abstract

Stress is the body's reaction to a change that requires a physical, mental or emotional adjustment or response. High levels of stress can affect your physical and mental well-being and performance. Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities. A study has been executed among the staff in Aster DM Healthcare and certain techniques are suggested to manage and reduce stress levels. Logically, work-related stress has aggravated the pace of the development in the physical and mental wellbeing. The constant worry makes an individual underperforming and reflects the quality of work. The organizational changes, new implementation in technology and job role demands to complete tasks in a particular time period indirectly affects employees' mental trauma. The article is mainly intended to evaluate the level of stress in working employees, overtime stretch and family stress. It's a persistent psychological feeling faced by a large population of the working employees in an organization. The lack of cohesiveness among the staff, conflicts, unrealistic job descriptions, unfair performance reviews is general factors demotivating the employees. The study is emphasizing about role management, exercise, adequate breaks, counseling, open group discussions that show better results and efficiency. The journal provides a wide perception on an organization with a greater workforce and tall structure gets stress in the hierarchy, policies, demography, expectation levels which can be overcome by employee engagement programs, team building activities, empower belongingness and ensure quality work-life balance for employees at work-place.

Keywords: Stress, emotional adjustment, Aster DM Healthcare, work-life balance, demography. Kindly add these keywords.

1.1 Introduction

Stress has been called "the invisible". It is a disease that may affect you, your organization, and any of the people in it, so you cannot afford to ignore it. Stress is the body's reaction to a change that requires a physical, mental or emotional adjustment or response. It can come from any situation that makes you feel frustrated, angry, nervous etc.

1.2 Definition:

Stress occurs when the body is required to perform beyond its normal range of capabilities. Stress is the way that you react physically, mentally and emotionally to various conditions, changes and demands in your life. High levels of stress can affect your physical and mental well-being and performance.

Behr and Newman define job stress as "a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal

functioning". Stress is associated with constraints and demands. The former prevent you from doing what you desire, the latter refers to the loss of something desired.

1.3 Stress at Workplace

Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

COMPANY PROFILE

Organization : Aster DM Healthcare, UAE

Establishment year : 1987



We'll Treat You Well™

2.1 History:

The seeds of the future were planted by Dr. Azad Moopen, a doctor turned entrepreneur, in 1987 in Dubai. From a single doctor clinic in Dubai to a network of nearly 316 establishments, spread in 9 countries with over 19,615 staff.

Headquartered in Dubai, the Aster DM is one of the largest and fastest growing conglomerates in the Mena region. An expansive portfolio includes hospitals, clinics, diagnostic centers and retail pharmacies. With many more innovative and ambitious initiatives, Aster DM Healthcare (www.asterdmhealthcare.com) has radically catalyzed the healthcare revolution across Middle East, India and Far East.

Organization strongly believe into our core Values, of Compassion, Integrity and Respect. Aster also provide support to those who are in need through our Foundations and CSR activities. The brand promise "We'll Treat You Well" is actually a promise to all our internal and external stakeholders, which include our partners, employees, patients, business associates and public that we'll treat everyone well.

3.1 Review of Literature

Research suggests that working is generally related to positive health for an individual. However as noted previously, workplace stress is major problem, and it has been suggested that gender may be an important demographic characteristic consider in the experience of stress. First, the current review will present and evaluate research that has investigated the role of working employees in level of workplace stress. Second, it will be present an evaluate research and theory concerning working and the stressors of 'multiple roles', 'lack of career progress' and 'discrimination and stereotyping'. Job and organization refers to the totality of the work environment (task, atmosphere, colleagues, compensation, policies, etc.

3.2 Stress Tolerance

The job loads have increased and have made a dent in the personality. In this stage, we find minor surface changes taking place, which are quite manageable.

- Extra effort, Excessive concern of task, Worries, Anxiety
- Extraordinary effort, Worry and anxiety about self, Physiological symptoms, Aggressive tendencies.

- Lack of concentration, Affected clarity of thinking & decision making, Frequent absenteeism, Affected teamwork, Aggressive behavior.
- Headache, Lack of appetite, Digestive disorders, Sexual disorders, Temperamental changes.

3.3 Honeymoon Stage

This stage can be described as accounting for the euphoric feeling of encounter with the new job such a excitement, enthusiasm, challenge and pride.

3.4 Fuel Shortage Stage

This stage can be identified as composed of the value feelings of loss, fatigue and confusion arising from an individual. Other symptoms are dissatisfaction, inefficiency, and fatigue and sleep disturbances leading to escape activate such as increased eating, drinking & smoking.

3.5 Crisis Stage

When these feelings and physiological symptoms persist over period of time, the individual enters the stage of crisis. At this stage he develops "escape mentality", pessimism, self-doubting tendencies, peptic ulcers, tension headaches, chronic back aches, blood pressure.

3.6 Hitting The Wall Stage

This stage of BOSS is characterized by total exhaustion of one's adaptation energy, which may mark the end of one's professional career. While recovery from this stage elude may be resourceful to tide over the crises.

3.7 Types Of Stress

- Stress is otherwise in negative terms. It is thought to be caused by something bad (for example the boss gives a formal comment for poor performance). Constant worry in a susceptible individual can lead to ulcers.

3.8 Defining Stress At Work

Change in working practices, such as the introduction of new technology or the alternation of technology or the alternative of targets, may cause stress. Organizational stress can be measured by absenteeism and quality of work.

3.9 Potential Sources of Stress

- **Environmental factors:** Environmental uncertainty influences the smooth function of an organization. Changes in business cycle create economic uncertainties.
- **Technological uncertainties:** New innovations can make an employee's skills and experiences

obsolete in a very short period of time. Technological uncertainty therefore is a third type of environmental factor that can cause stress.

- **Organization factors:** Pressures to avoid error or complete tasks in a limited time period, work overload are few examples. Task demands are factors related to a person's job.
- Role demands relate to pressures placed on a person as a function of the particular. Role overhead is experienced when the employees is expected to do more than time permits. Role ambiguity is created when role expectations are not clearly understood and employee is not sure what he/she is expected to do.
- **Individual factors :** The typical individual only works about 48hrs in a week. The experience and problems that people encounter in those other 96 non-working hours each week, can spill over to the job. National surveys consistently show that people have relationship problems, troubles with children, disciplinary issues are instances that create stress for employees' at work.

4.1 Scope and Coverage Of Research Study

The scope of the research would be covering working employees in Aster Hospital, Dubai - UAE

4.2 Objectives of Research Study

The objectives of the study are

- To find out the kind and level of stress faced by working employees.
- To find out reasons that cause stress in the day to day working life of work force.
- To identify expectations of working employees who are under stress from family and
- Organization
- To suggest the techniques to manage the stress and reducing managerial problems

4.3 Macro-Level Organizational Stressors:

- Unfair performance reviews
- Rotating works shifts
- Inflexible rules
- Unrealistic job descriptions

4.4 Group Stressors:

The group can also be a potential source of stress. Group stressors can be categorized into below mentioned three areas.

Lack of groups' cohesiveness : "Cohesiveness or "togetherness" is 'very important to employees, especially at the lower levels of the organizations.

Lack of social support: Employees are greatly affected by the support of one or more member of a cohesive group. By sharing their problems & joys with others, they fell much better.

Interpersonal & inter-group conflict: Conflicts are very closely hostile such as personal goals or motivational needs/values, between individuals within a group & between groups.

4.5 Burnout:

A final consequence of stress has implementation for both people and organizations. Burnout is a general feeling of exhaustion that develops when an individual simultaneously experiences too much pressure and few sources of satisfaction.

4.6 Managing stress in the work place

Reduction or elimination of stress is necessary for psychological and physical well-being of an individual. Many strategies for helping individuals manage stress have been proposed. The strategies used are:

- **Exercise:** People who exercise regularly are known to less likely to have heart attacks than inactive people are. Research also has suggested that people who exercise regularly feel less tension and stress are more conflict and slow greater optimism.
- **Relaxation:** Relaxation can take many forms. One way to relax is to take regular vacations; people can also relax while on the job (i.e. take regular breaks during their normal workday). A popular way of resting is to sit quietly with closed eyes for ten minutes every afternoon.
- **Time management:** Time management is an often recommended method for managing stress, the idea is that many daily pressures can be eased or eliminated if a person does a better job of managing time
- **Role Management:** Somewhat related to time management in which the individual actively works to avoid overload, ambiguity and conflict.
- **Support Groups:** This method of managing stress is to develop and maintain support group. Supportive family and friends can help people deal with normal stress on an ongoing basis. Support groups can be particularly useful during times of crisis.
- **Behavioral Self-Control:** By consciously analyzing the cause and consequences of their own behavior, the employees can achieve self-control.

- **Counseling:** Personal counseling help employees understand and appreciate a diverse workforce, the holistic approach adopted by the counselor gives him a comprehensive view of the employee as client and enable him to deal the issues of work

4.7 Research methodology& details of tools

Discuss the research design, research problems, important of the study, scope and significance of the study, source of data, questionnaire, sample design statistically techniques used, and objective of the study and limitations of the study.

4.8 Research Design and Reliability:

A research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research. The research design used for the study descriptive design. The major purpose of descriptive research is description of the state of affairs, as it exists at present.

4.9 Nature & Source Of Data/Information:

The relevant data has been collected from the primary sources and secondary sources. The primary data is collected by a questionnaire from the employees. For this purpose of data collection, the questionnaire was circulated among the employees to collect information. The secondary data is collected by newspaper company journals, magazines websites etc.

4.10 Questionnaire Administration:

The questionnaire was prepared after counseling with the Employee relations of the HR department of Aster Hospital, Dubai (Br. of DM Healthcare). The researcher prepared a set of questionnaire. A four point scale "Strongly Agree" to "Strongly disagree" was used for this purpose.

4.11 Sample Design:

A sample of 152respondents was taken using random sampling. The researcher contacted the executive personally and brief summary of the nature of the study and details in the questionnaire were narrated to them.

4.12 Period of Study:

The present study had been undertaken for period of 6 weeks, in which it had divided into three stages as such. Stage I is of research problem and collection the literature of the topic chosen. Stage II is of analysis and interpretations by using different statistical tools, findings and recommendations.

4.13 Statistical Tools Used:

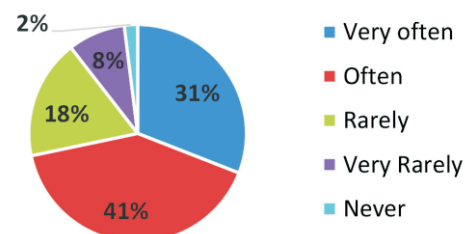
For the purpose of present study percentage analysis was used

4.14 Limitations of study:

- The sample size chosen is covered only a small portion of the whole population of Aster Hospital, Dubai - U.A.E
- The study is confined to limited period i.e. Six weeks.
- The working employees were reluctant to give correct information
- The investigator intended to cover only few areas of stress relevant to the proposed study

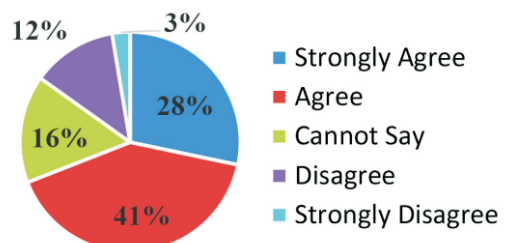
Data Analysis & Interpretation

1. How often do you say the word "I am busy or I am having hard time" at the workplace?



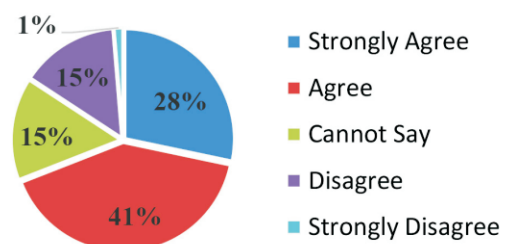
Observation: The above statistics shows that the people are busy in the work place.

2. Do you think physical environment or Quality problem in the workplace cause Stress?



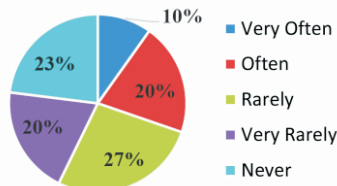
Observation: Many of the people agrees that quality problem in the work place can cause stress

3. You feel time pressure to complete work?



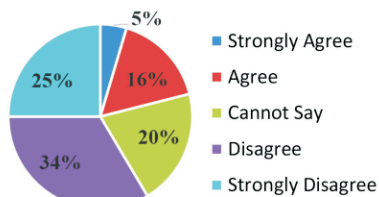
Observation : The above status shows that employees are agreeing to the statement

4. Do you feel lack of cooperation in office?



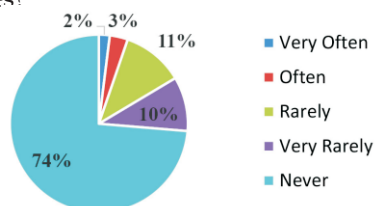
Observation: The employees feel that lack of cooperation in office

5. Family problems cause stress?



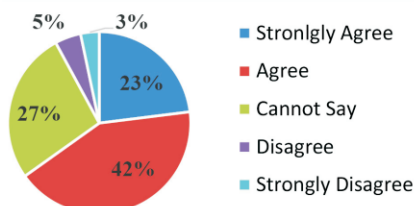
Observation: It is evident that family matters are not influenced mostly

6. Do you have any problem of BP/sugar /other health issues?



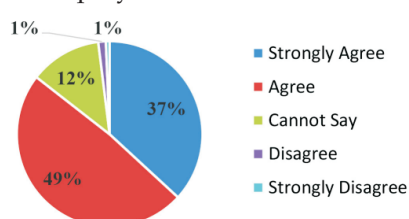
Observation : Majority of the employees does not suffer any of the above mentioned illness.

7. Physical exercise & voga reduce the stress?



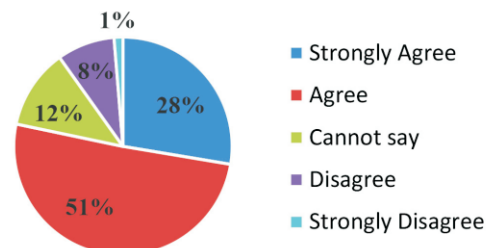
Observation: The statistics shows that Physical exercise and yoga reduces the stress.

8. Meditation & prayer to reduce the stress?



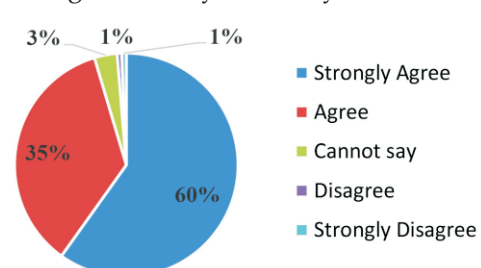
Observation: The employees are believing the fact that meditation and prayer reduces the stress levels

9. Lack of communication causes stress



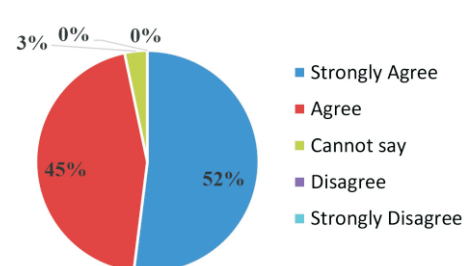
Observation: Majority of the employees are agreeing that lack of proper communication causes stress

10. Spending time with your family reduces stress?



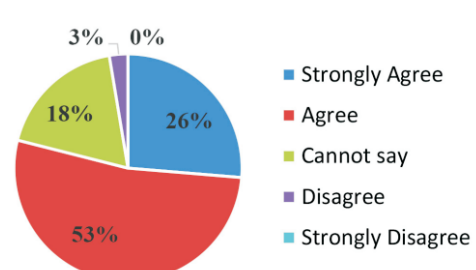
Observation: Above 80% of employees are agreeing spending time with family reduces stress

11. Improving working conditions, reduces the stress?



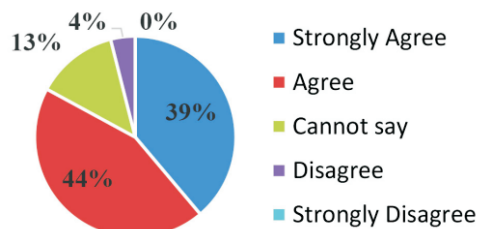
Observation: Above 80% of employees are agreeing that improving standards in working condition reduces stress

12. Rational allocation of work reduces the stress?



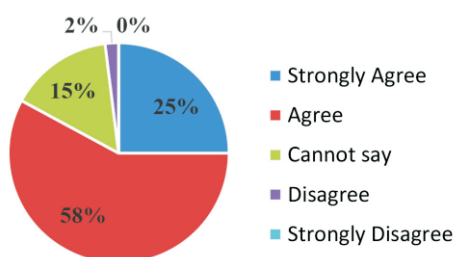
Observation: It is evident the fact that rational allocation of work is always good for better results

13. Financial motivations reduce the stress?



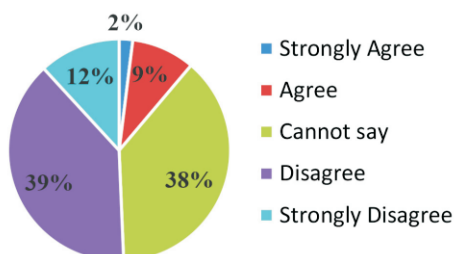
Observation: Almost employees are agreeing that financial motivation is needed to reduce stress.

14. Training & Development programs help to cope-up with new technology reduces the stress?



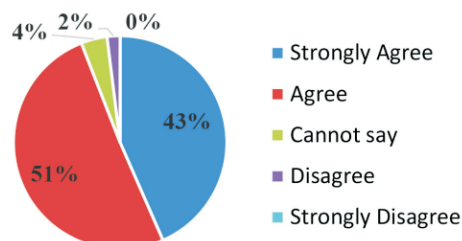
Observation: The above 80% statistics shows that Training & Development brings good changes

15. Need for family counseling is required?



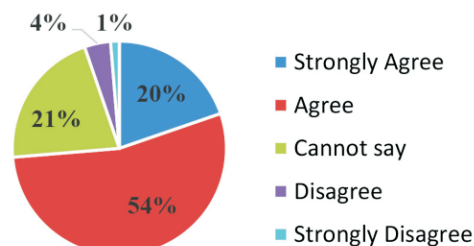
Observation: The respondents is not interested for family counselling

16. Relaxation reduces the stress?



Observation: The majority 94% respondents agreeing relation (holidays, leaves) can reduces the stress

17. Following safety precautions reduces the stress?



Observation: The respondents agreeing safety precautions can reduces the stress

6.1 Findings and Suggestions

The finding of the present revealed the following

- Most of the respondent fall under little bit of stress category.
- There is insignificance relationship between stress & demography factors i.e. age, experience & designation.
- The following dimensions of personal policies & practices of the organization have contributed to stress among employees.
- The organization falls a very tall structure of stress among hierarchy & this is one of the reasons for employees being stressed.
- There is no significant difference of stress among employees working in other departments. The employees working in the hospital gave a positive response in answering the questionnaire.

6.2 Recommendations:

A Small percentage of the employees did have high stress. Person facing stress at the organizational level of lot of psychological problems in the form of decreased motivation, absenteeism low productivity targets not being achieving etc. The above said employees facing stress are advised to attend stress management courses which will help them to build coping strategies and cause out their stress. The stress management cause comprise of a package program consisting of:

- Relaxation
- Positive outlook towards works/responsibilities
- Self-analysis through personality type testes
- Inter- personal skill development
- Protection yoga cum meditation
- Time management

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- Since training & development job related factors, performance appraisal & job satisfaction were perceived stressful by the employees, the employees should be counseled regarding the matter.
 - At the individual level the employees could practice a relaxing holiday (where in quality time is spent with the family) every fortnight.
 - Try to get 6 - 8 hours of continuous sleep per day

6.3 Conclusion

The present study was conducted at Aster Hospital, Dubai U.A.E (Br. of Aster DM Healthcare). The aim was to find the stress levels, personality type of the employees. This was done using a detailed questionnaire. The study revealed that employee falls under little bit of stress category only a small percentage is highly stressed & needed prevailing in the organization to some extent. At the end of the study, we can conclude that through there are signs of stress among the employees & such stress is affecting their behaviors, it can be controlled & reduced effectively. This can be done by giving counseling & incorporating the suggestions given herein at individual & organization level.

Limitations of the study

The working employees were reluctant to give correct information. The sample size chosen is covered only a small portion of the whole population of Aster Hospital, Dubai - U.A.E

The study is confined to limited period i.e. Six weeks.

The investigator intended to cover only few areas of stress relevant to the proposed study

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