

Job Satisfaction and Occupational Stress among Government and Private Hospital Nurses during Pandemic

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ABSTRACT

A study is conducted to study the level of job satisfaction and occupational stress among government and private hospital nurses during pandemic. A purposive sample of 100 (50 Government hospital nurses and 50 Private hospital nurses) is selected for the study. Job satisfaction scale (Dr. Amar Singh & Dr. T.R. Sharma, 1986), Occupational stress Index (Dr. A.K. Srivastava and Dr. A. P. Singh) are used to collect the data. The findings of the study indicated that there is a significant difference in the level of Job Satisfaction among Government and Private Hospital Nurses. There is no significant difference in the level of Occupational Stress among Government and Private Hospital Nurses. There is a significant negative relationship between Job satisfaction and Occupational stress among Government and Private hospital nurses as occupational stress increases the level of job satisfaction decreases and vice versa.

Keywords: Job satisfaction, Occupational stress, Government hospital nurses, Private hospital nurses.

Nursing is a health care profession focused on the care of individuals of all ages, groups, families, and communities. Nursing involves the promotion of health, the care of ill, disabled and dying people, promotion of a safe environment, participation in shaping health policy and in patient and health systems management.

The nurse is a person who has undergone a program of basic, generalized nursing education and is authorized by the appropriate regulatory authority to practice nursing.

Occupational stress

Occupational stress is a psychological stress related to one's job. Occupational stress stems from pressures that do not align with a person's knowledge, skills or expectations of job. Stress can increase when workloads are excessive or too low. Occupational stress can occur when workers do not feel supported by supervisors or coworkers, as if they have little control over work processes, or find that their efforts on the job are incommensurate with the job's rewards occupational stress is a concern for both employees and employers because

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stressful job conditions are related to employees' emotional well-being, physical health, and job performance.

Symptoms of occupational stress

Psychological symptoms of work stress include anxiety, tension, confusion, irritability, feeling or frustration, anger and resentment, emotional hyperactivity and hyperactivity, reduced effectiveness in communication, withdrawal and depression, feeling of isolation and alienation, boredom and job dissatisfaction, mental fatigue and lower intellectual functioning, loss of concentration, loss of spontaneity and creativity self-esteem.

Physical symptoms of work stress include increased heart rate and blood pressure, increased secretion of adrenaline, gastro intestinal disorders, such as ulcers, injuries, physical fatigue, death, cardio-vascular disorder, respiratory problems, increased sweating, skin disorders, headache, cancer and muscular tension and sleep disturbance.

Causes of occupational stress

The way we perceive our work situation will determine to what extent we are stressed and whether we will experience serious stress symptoms.

1. Workplace environment

The overcrowding work environment, poor ventilation, excess noise, exposure to hazardous substance etc would lead to stress among employees.

2. Job itself

Low status, unchanging and ambiguous job description, discriminatory practice, lack of scope for one's career development can have a greater implication on the stress-level of the employees.

3. Job control

Several factors like inability to prioritise tasks, the pace of work, lack of environment in planning the work, especially at times of change would lead to occupational stress.

4. Job insecurity

When an individual does not feel confident about his ability to do the job well or does not have enough time or support, he is likely to undergo stress.

5. Work overload/under-load

The unrealistic target, uneven distribution of workload, understaffing, favouritism, underutilization of skills, boredom can lead to stress.

6. Managerial style

The confrontational approach, toleration of discrimination/ harassment, poor communication, lack of consultation, acceptance of poor working relationship, bullying are some of the managerial issues that would lead to occupational stress among the employees.

Job satisfaction

Job satisfaction or employee satisfaction is defined as the extent to which an employee feels self-motivated, contented and satisfied with their job. Job satisfaction can attain when an employee feel they are having job stability, career growth and a good work life balance.

Determinants of job satisfaction

1. Organizational variable

a) Occupational Level: The higher the level of job, the greater the level of satisfaction of individual because higher level jobs carry greater prestige and self-control. Relationship between occupational level and job satisfaction stems from social references group theory in

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that our society values some jobs more than others. Hence people in valued jobs will like them more than those who are in non-valued jobs.

b) Job content: As job content in terms of variety and nature of tasks called for is a function of occupational level, the theoretical arguments given above apply here also. Greater the variation in job Satisfaction and Occupational stress content and the less the repetitiveness with which the task must be performed, the greater the satisfaction of the individuals involved.

c) Considerate leadership: As people like to be treated with consideration, considerate leadership results in higher job satisfaction than inconsiderate leadership.

d) Pay and promotional opportunities: Thing being equal, these two variables are positively related to job satisfaction.

e) Interaction in the work group: Interaction is most satisfying when it results in being accepted by others and it facilitates the achievement of goal.

2. Personal variables

a) Age: Holding such factors as occupational level constant, most of the evidence on the relation between age and job satisfaction, seems to indicate that there is a positive relationship between two variables up to the pre- retirement years and then there is a sharp decrease in satisfaction.

b) Educational level: With occupational level held constant, there is a negative relationship between the educational level and job satisfaction. The higher the education, higher the reference group which the individual looks for guidance to evaluate his job rewards.

c) Role perception: Different individuals hold different perception about their role that is the kind of activities and behavior they should engage in to perform their job successfully. The more accurate the role perception of an individual, the greater his satisfaction.

d) Gender: Holding such factors as job and occupational level constant there is as no consistent evidence as to whether women are more satisfied with their job than men.

REVIEW OF LITERATURE

Ali Sahraian et.al (2013) The results of the study indicated that nurses of surgical and internal wards showed significantly higher level of occupational stress in most scales of occupational stress, except relationship, compared with nurses working in psychiatric wards. There was no significant correlation among scales of occupational stress and age, marital status, work shifts and experience. However, we found a significant correlation with some scales of occupational stress and sex and education level.

Das SR et. al (2017) the study indicated 5.1% found to be high stress and 94.6% low stress. Statistically significant difference was found between female and male, occupational stress and religion, educational status, type of work, occupational stress and work ability ($p < 0.05$). Severe occupational stress is associated with reduced work ability. So, it is recommended to decrease occupational stress to increase work ability, although identification of sources of occupational stress seems necessary in order to adopt appropriate stress management strategies.

Hong Lu et.al (2019) the study indicated job satisfaction of hospital nurses closely related to work environment, structural empowerment, organizational commitment, professional commitment, job stress, patient satisfaction, patient _ nurse ratio, social capital, evidence-based practice and ethnic background. Various mediating and moderating pathways have been identified with nurse's job satisfaction being mediated by various factors.

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Nabirye R C et.al (2011) The study indicated there were significant differences in levels of occupational stress, job satisfaction and job performance between public and private not-for-profit hospital nurses.

Rao TK et al (2012) conducted a research on job satisfaction among nurses: a comparative study of nurses employed in government and private hospitals. This study was done to know the level of job satisfaction among nurses of government and private hospitals which is affected by many factors both intrinsic and extrinsic. The result of the study showed that the level of satisfaction is found to be more in case of government nurses as compared to the private nurses but at the same time there are certain factors on which private nurses are more satisfied.

METHODOLOGY

Objectives

To assess the difference in the level of job satisfaction and occupational stress among government and private hospital nurses.

To assess the relationship between job satisfaction and occupational stress among government and private hospital nurses.

Hypotheses

There is no significant difference in the level of occupational stress among Government and Private hospital nurses.

There is no significant difference in the level of job satisfaction among Government and Private hospital nurses.

There is no significant relationship between job satisfaction and occupational stress among Government & Private hospital nurses.

Sample

The study was conducted on government and private hospital nurses. A purposive Sample of 50 Government & 50 Private hospital nurses were selected for the study.

Government Hospital Nurses	Private Hospital Nurses	Total
50	50	100

The research was exploratory in nature.

Materials

Two measures were used in this study.

- **Job Satisfaction (1971):** Job satisfaction scale was developed by Singh & Sharma (1971) scale consists of 30 statements. Each statement has five alternatives from which a respondent has to choose any one. which candidly expresses his /her response. The test-retest reliability works out to be 0.978 with n=52.the scale compares favorably with Muthayya's job satisfaction Questionnaire giving validity co-efficient of .743. The scale has both positive statements and negative statements. The positive statements carry a weight age of 4.3.2.1 and 0 and negative statements carry weight age of 0.1.2.3.and 4 negative statements are item number 4.13.20.21.27and 28 other statements are positive.
- **Occupational Stress Index (1984):** The Occupational Stress Index was developed by Dr. A. K. Srivastava and Dr. A.P Singh (1984). The Occupational Stress Index purports to measure the extent of stress which employees perceive arise from various constituent conditions of the job. The scale consists of 46 items each to be rated on

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the 5-point scale. Out of 46 items, 28 are true keyed and the rest 18 are false keyed. This scale is divided into 12 sub scales such as role overload (OS1), role ambiguity (OS2), role conflict (OS3), unreasonable groups and political pressure (OS4), responsibility for other persons (OS5), under participation (OS6), powerlessness (OS7), poor peer relations (OS8), intrinsic impoverishment (OS9), low stress (OS10), strenuous work conditions (OS11) and unpredictability (OS12). The reliability Index as certified by Split half method and Cronbach's co-efficient alpha for the scale as a whole were found to be 0.935 and 0.90 respectively. The co-efficient of correlation between the scores on Occupational Stress Index and the measures of job involvement, work motivation, ego strength and job satisfaction were found to be -0.56 (n=225), -0.44(n=200), -0.40(n=205) and -0.51(n=500) respectively. The correlation between the scores on the Occupation Stress Index and the measure of job anxiety (srivastava, 1974) was found to be 0.59(n=400).

Procedure

The participants who fulfilled the criteria were met personally by the researcher and intermediaries. Purpose of the research was explained to the participants. Written consent was taken from the participants. After that the self-efficacy scale and locus of control scale were administered one after the other with necessary instructions. And the tools were collected back from the participants once they finished answering them.

Variables

Independent variable

Government hospital nurses
Private hospital nurses

Dependent variable

Job satisfaction
Occupational stress

RESULT AND DISCUSSION

Table 1 Mean, Standard deviation and t value on Job satisfaction among Government and private hospital nurses.

	Hospital	N	Mean	SD	t value	P
Job Satisfaction	Government	50	65.4200	6.57481	.101	.920
	Private	50	65.2800	7.30122	.101	.920

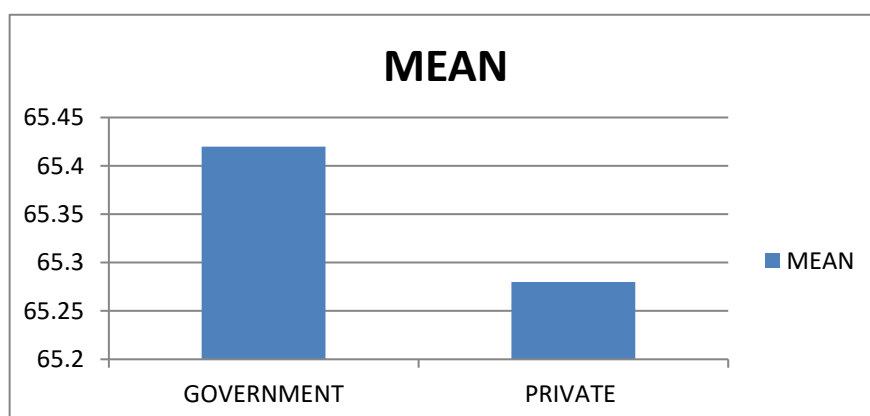


Figure1 Mean score of Government and Private Hospital Nurses on Job Satisfaction.

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The hypothesis stating that there is no significant difference in the level of Job satisfaction among Government and Private Hospital nurses was tested using independent sample t test. The t value for Job satisfaction is .920 which is significant. Hence, the null hypothesis which states there is no significant difference in the level of Job satisfaction among Government and private hospital nurses is accepted.

Table 2 Mean, Standard deviation and t value on Occupational stress among Government and private hospital nurses.

	Hospital	N	Mean	SD	t value	P
Occupational stress	Government	50	139.8200	12.69210	.2.450	.0.16
	Private	50	131.0600	21.86173	.2.450	.0.16

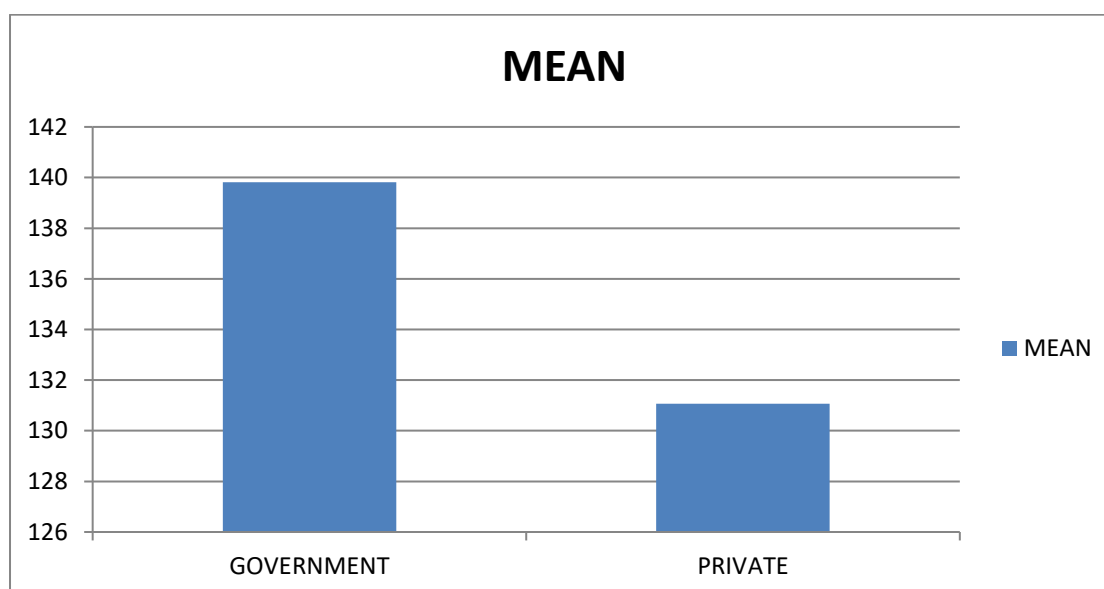


Figure 2 Mean score of Government and Private Hospital Nurses on Occupational Stress

The hypothesis stating that there is no significant in the level of Occupational stress among Government and private hospital nurses was tested using independent sample t test. The t value for Occupational Stress is 0.16 which is not significant. Hence, the null hypothesis which states there is no significant difference in the level of Occupational stress among Government and private hospital nurses is rejected.

Table 3 Coefficient of correlation between Job satisfaction and Occupational stress among Government and Private Hospital Nurses.

	Job satisfaction	Occupational stress
Job satisfaction	1	-.425**
Occupational stress	-.425**	1

The hypothesis which states there is no significant relationship between Job satisfaction and Occupational stress among Government and private hospital nurses was tested employing correlation. There is a significant negative correlation between Job satisfaction and Occupational stress, which reveals that as occupational stress increases the level of job satisfaction decreases and vice versa.

CONCLUSIONS

- In the level of Job Satisfaction, a significant difference is been found among Government and Private Hospital Nurses.
- In the level of Occupational Stress, no significant difference is been found among Government and Private Hospital Nurses.
- There is a significant negative correlation between Job satisfaction and Occupational stress among Government and Private hospital nurses.

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Conflict of Interest

The author(s) declared no conflict of interest.

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