



A STUDY ON JOB STRESS ON EMPLOYEES SATISFACTION IN NEELU HOSPITAL, COIMBATORE

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ABSTRACT

This study explores the impact of job stress on employee satisfaction at Neelu Hospital, Coimbatore. In today's fast-paced and demanding healthcare environment, stress has become a significant factor influencing employee well-being and organizational effectiveness. The objective of this research is to identify key stressors faced by hospital staff and evaluate how these stressors affect their job satisfaction levels. Using a structured questionnaire, data was collected from a representative sample of employees across various departments of the hospital. The study applies both quantitative and qualitative analysis to assess the correlation between job stress and employee satisfaction. Findings reveal that high workloads, long working hours, lack of managerial support, and emotional strain are major contributors to job stress, which in turn negatively impact employee morale, performance, and overall satisfaction. The study concludes with recommendations aimed at stress management and organizational interventions to enhance employee satisfaction and improve workplace productivity.



1.INTRODUCTION

Employee satisfaction is a critical factor in ensuring the efficient operation of any organization, particularly in the hospital. Hospitals, as high-pressure environments, demand constant vigilance and quick decision-making from their employees.

Neelu Hospital, is no exception to these challenges. Understanding how job stress affects employee satisfaction at Neelu Hospital is crucial, as employee satisfaction directly impacts job performance, patient care quality and overall organizational effectiveness. Dissatisfied employees are more likely to experience burnout, reduced job commitment, and a decline in productivity, all of which can negatively influence patient outcomes.

In the hospital, the relationship between job stress and employee satisfaction plays a critical role in determining the overall quality of patient care and the efficiency of hospital operations. Hospital environments are often fast-paced, high-pressure workplaces, and the well-being of healthcare professionals, including doctors, nurses, administrative staff, and support personnel, is crucial for ensuring optimal functioning within these institutions. Job stress is a prevalent issue in hospital due to the demanding nature of the work, long shifts, high patient volumes, complex medical cases, and emotional challenges faced by professionals. This stress, if not properly managed, can lead to a significant decline in job satisfaction, which can ultimately affect the quality of care delivered to patients and the overall performance of the hospital.

Job stress in hospitals is not just a transient or minor issue; it has far-reaching consequences. For instance, healthcare workers often face overwhelming emotional, physical, and psychological stressors due to the critical nature of their job. From dealing with life-and-death situations to managing constant patient turnover, hospital employees are subjected to various factors that contribute to their stress levels. These factors include long working hours, high workload, insufficient resources, lack of support and interpersonal conflicts with colleagues, and exposure to traumatic situations. As a result, employees may experience burnout, fatigue, anxiety, and a general sense of dissatisfaction with their work environment.



2.LITRATURE MAIN CONTENTS

2.1 Objectives of study

This Study aims to explore the relationship between job stress and employee satisfaction at Neelu Hospital. The specific objectives are:

1. To assess the level of job stress experienced by employees at Neelu Hospital.
2. To examine how job stress affects employee satisfaction.
3. To identify the main source of job stress within the hospital environment.
4. To identify key stress factors in the hospital environment.
5. To provide recommendation for managing job stress and improving employee satisfaction at Neelu Hospital.

2.2 Scope of study

Investigate the relationship between job stress and employee satisfaction within the context of Neelu Hospital. It will develop into the specific stressors encountered by employees in the hospital setting, examining their impact on overall job satisfaction.

Area of Focus:

- Identification of primary stress factor
- Measurement of job stress levels
- Assessment of employee satisfaction
- Case study of Neelu Hospital

2.3 Statement of problem

Job stress is a growing issue in hospitals, where healthcare workers face long hours, emotional strain, and high-pressure situations. This stress can lead to burnout, lower job satisfaction, and affect patient care quality. Despite its impact, the link between job stress and employee satisfaction is not well-studied. This research aims to explore that relationship and offer insights to improve workplace conditions and healthcare outcomes.



2.4 Research and methodology

Research methodology is a way to systematically solve the research problem and is the backbone of the study and is primarily based on the primarily based on primary data collected through questionnaire from the peoples.

2.5 Collection of data

The data was collected through questionnaire.

- The sample size was 150.
- The area of study was Coimbatore.
- Data's used in this study was both primary and secondary data's.

3.ANALYSIS AND DISCUSSION

TABLE NO:3.1

ROLE

| S.No | ROLE | TOTAL RESPONDENTS | SIMPLE PERCENTAGE |
|-------------|----------------------|--------------------------|--------------------------|
| 1 | Administrative Staff | 42 | 28.00 |
| 2 | Doctor | 45 | 30.00 |
| 3 | Nurse | 37 | 24.67 |
| 4 | Others | 8 | 5.33 |
| 5 | Technician | 18 | 12.00 |
| | TOTAL | 150 | 100 |

***SOURCE: PRIMARY DATA**

Interpretation: The above table shows that 28.00% of employee are Administrative staff , 30.00% of Doctor ,24.67 % of employees are nurse ,5.33% employees are others ,12.00% of employees are Technician.

Inference: The Study Shows that majority of 30.00% of responses are belong to doctor.



CHART NO:3.1

ROLE

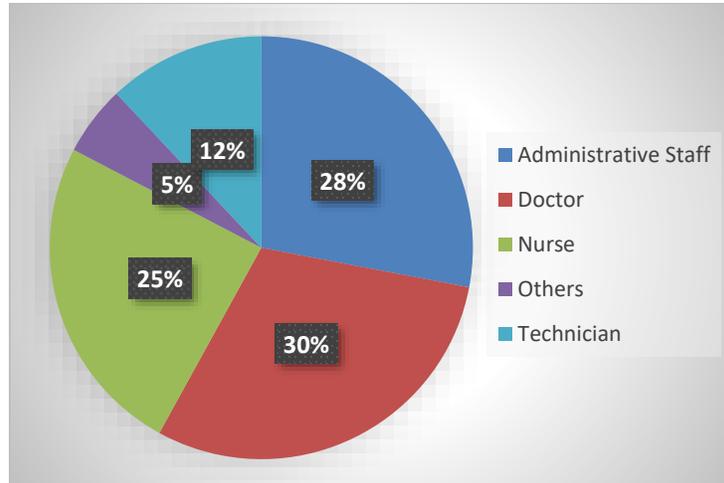


TABLE NO:3.2

EXPERIENCE

| S.NO | EXPERIENCE | TOTAL RESPONDENTS | SIMPLE PERCENTAGE |
|------|-------------------|-------------------|-------------------|
| 1 | 1-5 years | 67 | 44.67 |
| 2 | 6-10 years | 34 | 22.67 |
| 3 | Less than 1 year | 40 | 26.67 |
| 4 | More than 10 year | 9 | 6.00 |
| | TOTAL | 150 | 100 |

***SOURCE: PRIMARY DATA**

Interpretation: The above table shows that 44.67% of employees are working in hospital belongs to 1-5 years, 22.67 % of employees are working in hospital belongs to 6-10 years, 26.67% of employees are working in hospital belongs to less than 1 year , 6.00% of employees are working in hospital belongs to more than 10 year.



Inference : The Study Shows that majority of 44.67% of employees are working in the hospital belongs to 1- 5 years.

CHART NO:3.2

EXPERIENCE

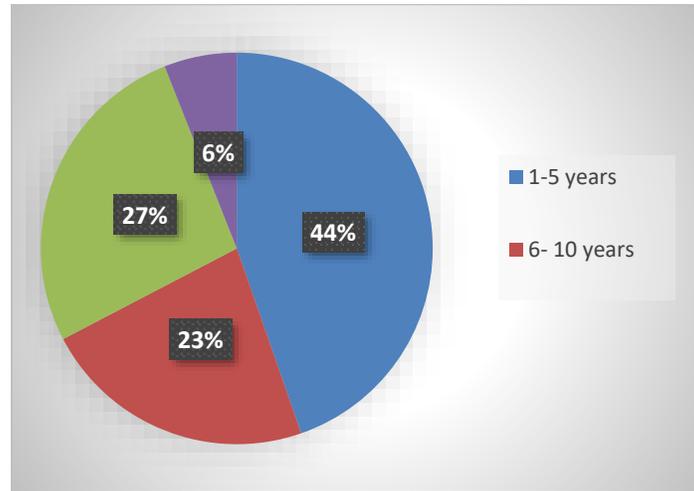


TABLE NO:3.3

TIME PRESSURE

| S.NO | TIME PRESSURE | TOTAL RESPONDENTS | SIMPLE PERCENTAGE |
|------|---------------|-------------------|-------------------|
| 1 | Always | 30 | 20.00 |
| 2 | No | 9 | 6.00 |
| 3 | Often | 68 | 45.33 |
| 4 | Rarely | 43 | 28.67 |
| | TOTAL | 150 | 100 |

***SOURCE:** PRIMARY DATA

Interpretation: The above table shows that 20.00% employees have a always pressure at work , 6.00% of employees have a No pressure at work , 45.33% of employees have a often pressure at work , 28.67% employees have a rarely pressure at work in the hospital.



Inference : The Study Shows that majority of 45.33% employees have a often pressure at work

CHART NO:3.3

TIME PRESSURE

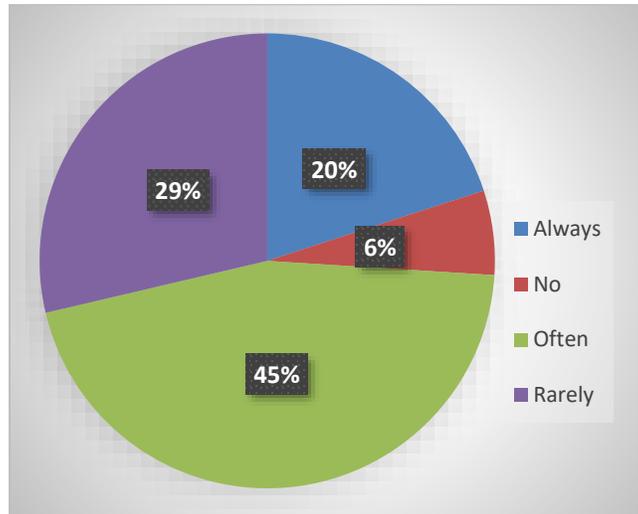


TABLE NO:3.4

EMOTIONALLY EXHAUSTED

| S.NO | EMOTIONALLY EXHAUSTED | TOTAL RESPONDENTS | SIMPLE PERCENTAGE |
|------|-----------------------|-------------------|-------------------|
| 1 | Always | 58 | 38.67 |
| 2 | Often | 5 | 3.33 |
| 3 | Rarely | 40 | 26.67 |
| 4 | Sometimes | 47 | 31.33 |



| | | | |
|--|--------------|------------|------------|
| | TOTAL | 150 | 100 |
|--|--------------|------------|------------|

***SOURCE: PRIMARY DATA**

Interpretation: The above table shows that 38.67% employees are always feels emotionally exhausted, 3.33% employees are often feels emotionally exhausted, 26.67% employees are rarely feels emotionally exhausted, 31.33% employees are sometimes feels emotionally exhausted.

Inference: The Study Shows that majority of 38.67% of responses are belongs to always feels emotionally exhausted after completed the work in hospital.

CHART NO:3.4

EMOTIONALLY EXHAUSTED

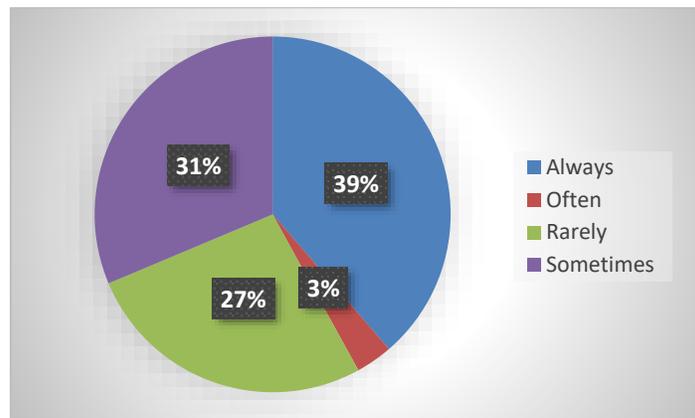


TABLE NO:3.5

JOB RELATED STRESS

| S.NO | JOB RELATED STRESS | TOTAL RESPONDENTS | SIMPLE PERCENTAGE |
|------|------------------------|-------------------|-------------------|
| 1 | Physical Activities | 38 | 25.33 |
| 2 | Taking Short Breaks | 31 | 20.67 |
| 3 | Taking with Colleagues | 72 | 48.00 |
| 4 | Using Stress | 9 | 6.00 |



| | | | |
|--|--------------|------------|------------|
| | Management | | |
| | TOTAL | 150 | 100 |

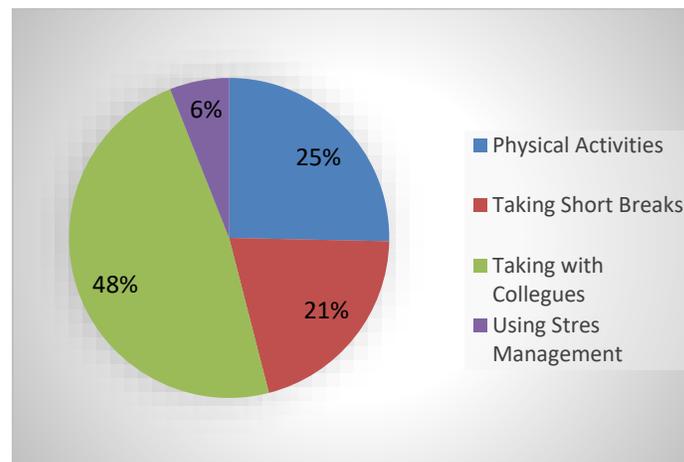
***SOURCE: PRIMARY DATA**

Interpretation: The above table shows that 25.33% are physical activities, 20.67% are taking short breaks, 48.00% are taking with colleagues , 6.00% are using stress management.

Inference: The Study Shows that majority of 48.00% of responses are belong to taking eith colleagues.

CHART NO:3.5

JOB RELATED STRESS



4.CONCLUSION

Engaging a diverse range of individuals from both clinical and non-clinical roles within a hospital is essential for obtaining a well-rounded understanding of job stress and employee satisfaction. By gathering perspectives from different departments and roles, your study will be better equipped to identify the various stressors employees face and how these stressors impact overall job satisfaction in a hospital setting.



5. REFERENCE

1. **Lu et al. (2022)**: The study identified that healthcare workers, especially nurses, face high levels of stress due to long working hours, emotional demands, and time pressure. Nurses, in particular, experience physical and emotional exhaustion due to the demanding nature of their job.
2. **Chang et al. (2020)**: This research explored various stressors in the hospital field, highlighting understaffing, high patient turnover, and emotional strain from dealing with critically ill patients as major contributors to stress among healthcare professionals.
3. **Goh et al. (2021)**: This study emphasized the inverse relationship between job stress and employee satisfaction in hospitals. It found that stress negatively impacts job satisfaction, leading to decreased motivation, burnout, and overall dissatisfaction, particularly among nurses.
4. **Vogus et al. (2020)**: The research found that high stress levels in healthcare settings contributed to job dissatisfaction, high turnover rates, and decreased employee morale. Job dissatisfaction among healthcare professionals can result in a reduction in the quality of patient care.
5. **Rodrigues et al. (2021)**: This study explored how job stress in hospitals significantly affects the mental health of employees. High stress levels were linked to anxiety, depression, and burnout, which in turn led to lower job satisfaction and higher absenteeism.
6. **Shanafelt et al. (2022)**: The study found that burnout, characterized by emotional exhaustion and reduced personal accomplishment, is a significant outcome of stress among healthcare workers. Burnout is strongly associated with decreased job satisfaction and negatively affects employee retention rates in hospitals.



7. **Al-Kandari & Thomas (2022):** The study indicated that a supportive organizational environment, including clear communication, adequate staffing, and stress management programs, leads to higher levels of employee satisfaction and reduced stress in healthcare settings. Poor leadership and resource scarcity were identified as key factors that exacerbate stress.
8. **Zhao et al. (2020):** This research focused on the role of organizational culture in mitigating stress among hospital staff. Positive organizational culture, characterized by teamwork and supportive leadership, was found to be essential for reducing stress and improving employee satisfaction.
9. **O'Connell et al. (2021):** The study explored the effectiveness of interventions aimed at reducing job stress. Programs like mindfulness training, resilience-building activities, and work-life balance policies were found to significantly improve employee satisfaction and reduce job stress.
10. **Smith et al. (2020):** This research examined various organizational strategies to reduce stress, such as peer support groups, team-building exercises, and mental health programs. These strategies were found to help reduce stress and improve job satisfaction in hospital employees.
11. **Aiken et al. (2020):** This study examined the relationship between healthcare worker stress, job satisfaction, and the quality of patient care. It found that high stress and low employee satisfaction are directly linked to lower quality care and increased medical errors.
12. **Tanaka et al. (2021):** The study compared job stress and employee satisfaction across different cultural contexts, finding that healthcare workers in collectivist cultures.



