

**A STUDY TO ASSESS THE STRESS LEVEL AND JOB SATISFACTION AMONG
NURSES WORKING IN A SELECTED HOSPITAL MANGALURU**

Syed Imran*, Aparna A. A¹, Vineetha Jacob², Arun M.K¹, Asha Anna Issac¹, Ashna D. Thomas¹, Aswathi P. P¹,
Neena Mathew¹

*Assistant Professor, Department of Mental Health Nursing, Yenepoya Nursing College, Yenepoya (Deemed to be University), Deralakatte, Mangaluru-575018.

¹Fourth Year BSc.Nursing Students, Yenepoya Nursing College, Yenepoya (Deemed to be University), Mangaluru, Karnataka.

²Associate Professor, Department of Mental Health Nursing, Yenepoya Nursing College, Yenepoya (Deemed to be University) Deralakatte, Mangaluru - 575018.

***Corresponding Author: Syed Imran**

Assistant Professor, Department of Mental Health Nursing, Yenepoya Nursing College, Yenepoya (Deemed to be University), Deralakatte, Mangaluru-575018.

Article Received on 04/07/2018

Article Revised on 25/07/2018

Article Accepted on 16/08/2018

ABSTRACT

Background: Nursing is concerned as noble profession. Nursing profession going through tremendous stress that can affect the work performance. Identifies the stress factors and as well as satisfaction and also timely rectifying can reduce the stress and increase job satisfaction among nurses and which can provide quality nursing care and helps to uphold the dignity and quality of nursing profession. **Objectives:** To determine the stress level and job satisfaction among nurses. **Methods:** A quantitative approach with descriptive design was adopted. The study was conducted in selected hospitals at Mangaluru. Study sample consisted of 100 staff nurses who were selected using convenience sampling technique. The tool used for the study was Demographic Proforma, work place satisfaction questionnaire and stress assessment scale to assess the stress and job satisfaction among nurses. Then the data was collected and analyzed using descriptive and inferential statistics. **Result:** The study result showed that, 72% nurses had no stress, 27% had mild stress and 1% had moderate stress. And also 20% nurses were highly satisfied with their job and 80% were moderately satisfied. **Conclusion:** The study concluded that most of the staff nurses had no stress and moderately satisfied with their job.

KEYWORDS: Stress level, job satisfaction, nurses.

INTRODUCTION

Nursing is concerned as demanding profession. Profession means, the integration of specific qualities, like skill, self-efficiency, duty and obligation. This profession undergoes tremendous stress which affects the work performance of nurse and ultimately leads to reduction in quality of patient care.^[1] Each individual is exposed to a range of stressors both at work and in their personal lives. Stress at work can be positive when it leads to increase productivity. However, when this stress become excessive it has a negative impact.^[2] Other factors which causes stress are working conditions, role and ambiguity, organization structure and climate, work – home interface, career development and nature of job.^[3]

Job satisfaction is the extent to which people like or dislike their job.^[4] The main issues or problem affecting the job satisfaction of nurses are stress, time, and work load.^[5] Factors that greatly affect the job satisfaction are

the professional status, positive attitude, independence and peer support in the work place.^[6]

The complex nature of patient health problems such as life threatening or emergency cases makes nurses working environment stressful. Because in an emergency situation she needs to care a particular client more than other patient. And that time she will not be able to care the other patient and they may get into more complications because of the nurses negligence. Lack of knowledge about developing technology in medical field is also an aspect which induces stress. Because of improper use of machine lead to complicated health problems in patient and such technology itself is a cause of stress for nurses. Job stress has a great impact on both physical and mental aspect of the nurse. Stress can lead to poor health and even injury to the affected person and also it will alter the persons day to day life.^[7] Studies have shown that burnout among nurses will cause negative effect on them, that ultimately lead to

decreasing the quality of patient care and job dissatisfaction.^[8]

Job satisfaction is the contentedness of individuals with their job. Multiple factors can influence a person's level of job satisfaction. Identifying stress factors and satisfaction will help the administrators to take timely appropriate steps to reduce stress and increase job satisfaction among nurses.^[9]

It was found that nurses job satisfaction has a correlation with patient fall rate. Nurses are the largest group of health care providers and they are facing lots of problems that will affect the quality of patient care.

There is little content on the influence of nurses on the quality, outcome and sustainability of health care systems across the world. As one of the largest components of health care providers, nurses utilize their training, knowledge, skills, and experience in the provision of health care to patients. Occupational stress affects nurses health related quality of life negatively, and it can be also affect the patient outcome. Job satisfaction in the health care field and the consequences of that satisfaction are good indicators of the wellbeing and quality of life of the workers. The study of job satisfaction is particularly relevant in the field of service

management. Both stress and job satisfaction among nurses has very much importance in the society. This study can support the understanding of these conditions and provide suggestions to cope with occupational problems such as job stress, professional dissatisfaction and also allow the comparison of results among studies, demonstrating its social relevance.

MATERIALS AND METHODS

A quantitative research approach with descriptive design was adopted for the study. The study was conducted in selected hospitals at Mangaluru. The variables under study were – stress and job satisfaction and the demographic variables of nurses. The population under study was the staff nurses of selected hospitals. Among those fulfilled the sampling criteria, 100 nurses were selected as study samples. Convenience sampling technique was used to select the sample for the study. The tool used for the study was Demographic Proforma, work place satisfaction questionnaire, and stress assessment scale to assess the stress and job satisfaction among nurses. The tool was validated and reliability calculated. Tool found to be reliable. After obtaining the ethical clearance, informed consent was taken from the study participants. Then the data was collected and analyzed using descriptive and inferential statistics.

RESULTS

Table 1: Frequency and percentage distribution of subjects according to baseline characteristics.

n = 100

Sl. No	Variables	f	%
1.	Age		
	a. 20- 25	35	35.0
	b. 26- 30	38	38.0
	c. 31-35	17	17.0
	d. 36-40	10	10.0
2.	Gender		
	a. Male b. Female	19 81	19.0 81.0
3.	Religion		
	a. Hindu b. Muslim c. Christian	52 15 33	52.0 15.0 33.0
	Educational qualification		
4.	a. BSc. Nursing b. PBBsc. Nursing c. GNM	49 15 36	49.0 15.0 36.0
	Marital status		
	a. Single b. Married c. Widowed	61 38 1	61.0 38.0 1.0
6.	Place of living		
	a. Hostel b. With family c. Paying guest	60 36 4	60.0 36.0 4.0
	Type of family		
7.	a. Nuclear b. Joint	81 19	81.0 19.0
	Monthly income		

	a. 5000- 10000	38	38.0
	b. 10001- 20000	61	61.0
	c. > 20000	1	1.0
9.	Year of experience		
	a. < 1 year	29	29.0
	b. 1- 3 year	41	41.0
	c. 3- 5 year	25	25.0
	d. 5- 7 year	3	3.0
	e. >7 year	2	2.0

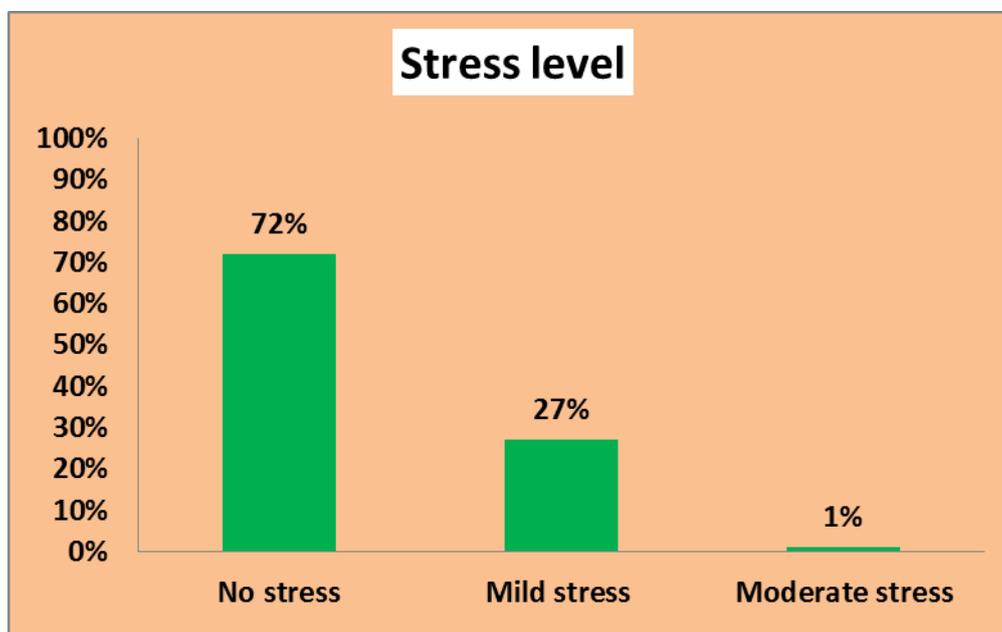


Figure 1: Distribution of sample according to stress level



Figure 2: Distribution of samples according to job satisfaction

Table 2: Correlation between stress and job satisfaction.

Variable	Mean	SD	r value
Stress level among staff nurses	1.29	0.47	0.11
Job satisfaction among staff nurse	1.80	0.40	

DISCUSSION

The current study revealed that 72% of staff nurses had no stress, 27% had mild stress and 1% had moderate stress. These study findings are consistent with a study conducted in Udipi Mangaluru, which showed that, 60.38% of nurses experienced low stress, 38.46% had moderate stress and stress was high among 1.15% of nurses.^[10]

The present study revealed that 20% samples were highly satisfied and 80% samples were moderately satisfied. These findings are consistent with a study findings which showed that, majority (60.67%) satisfied with job, 36.67% most satisfied with job and 2.67% were least satisfied with their job.^[11]

The current study showed that there is very weak uphill positive correlation ($r=0.11$) between stress level and job satisfaction. The study findings are opposed with the study conducted in Ridge and pantang hospitals Ghana shows that there is very weak negative correlation between stress level and job satisfaction.^[12]

CONCLUSION

Majority of nurses are experiencing moderate level of stress because of various situations arise during their duty life. It is necessary to have a peaceful mind to do the job with satisfaction. Therefore practicing various stress management techniques will help the student nurses and staff nurses to cope up with the stress and perform their work with self satisfaction and also it provide satisfaction to the patients.

ACKNOWLEDGMENTS

The authors express sincere thanks to the staff nurses of Yenepoya Medical College Hospital Mangaluru for their participation and whole hearted support.

REFERENCES

1. Mohanty k.Occupational stress and job satisfaction of nurses working in psychiatric hospital. (unpublished dissertation) Karnataka, Rguhs, 2006.
2. Saini R,Kaur S,Das K.Assessment of stress and burnout among intensive care nurses at tertiary care hospital(internet), 2011; 16(1).
3. Chen-chung M, Michel S,Judith A.Factors that influences nurses job satisfaction.journal of nursing administration, 2003; 33(5): 293-9.
4. Ugwa E, Ugwa C.A survey of job satisfaction among nurses and tertiary health care in northern Nigeria.journal of national accreditation board for hospital and health care providers, 2014; 1(2): 29-33.
5. Chan M F, Leong S M,Luk A L,Yeung S M,Van I K.Exploring the profiles nurses job satisfaction in Macau.J Clin Nurs, 2010; 19: 470-8.
6. Khowaja K, Merchant R J. Registerd nurses perception of work satisfaction at a tertiary care university hospital.J Nursing manage, 2009; 13: 32-9.
7. Bhatia N, Kishore J, Anand T, Jiloha C R.Occupational stress amongst nurses from tertiary care hospitals in Delhi. Australian medical journal, 2010; 3(11): 731-38.
8. Rosales R A, Labrague LJ, Rosales G L.nurses job satisfaction and burnout: is there a connection? IJANS, 2013; 2(1): 1-10.
9. Shinde M, Kapurkar K.patient's satisfaction with nursing care provided in selected areas of tertiary care hospital. IJSR, 2014; 3(2): 150-61.
10. Jose T T, Bhat S M.Stress and coping of nurses working in selected hospital. Journal of nursing and health science, 2013; 3(1): 10-18.
11. Dhondiram K S, Naikare V S.Job satisfaction among nurses. Sinhgade journal of nursing, 2017; 6(1): 104-105.
12. Rita A A, Atindanbila S, Portia M P. The causes of stress and job satisfaction among nurses at Ridge and Pantang hospitals in Ghana. International journal of asian social science, 2013; 3(3): 762-771.