

An Assessment of Stress Resilience among Managerial Personnel of Health Sector

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ABSTRACT

Stress has been defined as a physiological and psychological response to perceived threat. In the context of the workplace, it often occurs when an individual perceives the demands of a situation to exceed the resources available to meet these demands. Stress at work is not only caused by work overload and time pressure but also by lack of praise and rewards, and especially, by not allowing the individuals with the autonomy to do their work as per their liking. Organization must begin to manage people at work in a different way, by treating them with respect and also by valuing their personal contributions. Our example comprised of 500 medical care experts measured in various congregations. A normalized survey is utilized in the current investigation for coping strategies of stress, assessing the techniques that people utilize so as to defeat a distressing circumstance. The survey was first tried for acceptability and reliability which are discovered and acceptable. The main intention of this study is to evaluate research relating to the effects of managing procedures and resilience on the workplace stress level.

Keywords: Work environment, Stress, Services, Enthusiasm, Impact, Resilience, Systems.

INTRODUCTION

Stress is a commonly used word which has several implications depending on its field of application. In scientific sense, the word stress means the measure of the impact of an applied physical force being exhibited over a unit surface area of a given material body. Generally speaking, stress is an index of pressure in a real sense. However, in a virtual sense, the term stress is also frequently used to reflect the state of affair of living beings in the form of physical stress, mental stress, relational stress, work stress, travel stress and many more. Though, there is no direct mode of measuring the virtual stress, it may be logically possible to diagnose the impacts of stress through various symptoms and behavioural tendencies exhibited by human beings arising out of these perennial stress syndromes. In this work, the Authors have carried out a rigorous study to identify various realistic and sceptical reasons behind the mental stress that people in various positions associated to health sectors carry along with the result of their work and practices.

There has been several studies and research in the past contributing to identification of the possible cause of stress development among the people engaged in various capacities, arising out of work culture of the system and its components. A thorough study of the literature reveals that, stress is linked to overloading of assignments at work place, conflicting attitude between members in the group dealing with the assignments, and feeling of insecurity in accomplishing the target within fixed deadlines [1]. Since the impact of stress is directly reflected in the mind, the person gets seriously affected both physically and psychologically. It is also pertinent to analyse that the common type of health issues exhibited in human beings resulting from job stress and work overloads are in the form of development of gradual mental depression, loss of sharpness in memorising facts and events, remaining absent minded due to poor attention, and reciprocation of anger. If these temporal issues continue and sustain over a considerably longer period of time, the affected person may become a victim of inefficiency and exhaustion, which might lead to cynicism [2]. Psychological well-being concerns coming about because of stress and over-burden can bring about lost workdays, lower worker profitability, and low occupation turnover rates. These conditions can increase the costs of organisational staffing and health benefits. The inability to cope or adapt to stressful conditions results in poor leadership performance, which might induce adverse effects towards the stability of organisations [3].

In view of these stress related studies and associated behavioural tendency of human beings, the Authors of this work have been motivated to carry out further analysis in a more specific manner, in order to address the issue of stress developed due to working habits and its impact on respective human beings, concerned organisations, and moreover, the society as well. The Authors strongly feel that a practical and realistic approach for this analysis could only be viable by interacting a selected group of individuals from the society those are having their engagement in various types of organisations and collecting their personal opinion in the form of sample questionnaires for further study and review.

The outcome of this survey is organised in a simple and lucid manner and presented in this paper, which contains review of the existing literature relevant to this study in the next section. This is followed by the proposed scheme that comprises of the methodology for conducting the survey, the procedure for preparation of sample database by converting the opinion and views of stakeholders into a digital format, and finally performing a statistical analysis of the sample data for extraction of the output results. In the end, the Authors have tried to put forth the results of the analysis in both numerical form and graphical form of representations in order to facilitate better understanding and justify proper validation of the goals and objectives of this work.

LITERATURE REVIEW

Several researchers have studied the impact of work stress on the health of employees working in various organisations and also there are lots of scopes for improvement of resilience as suggested in the literature. A brief note on these findings is listed below in order to emphasize the importance for this search. The present study is moreover oriented in a similar direction, while specifically targeting to address the impact of work stress on the physique of employees working in health sectors of India.

Mental and social results of work environment stress are given a wide introduction in the writing [4]. Aside from physiological estimates that are considered as pointers of stress related issues, for example, coronary ailment, peptic ulcer additionally contributes a great deal in expanding the danger by aggregation of more elevated levels of serum cholesterol, fatty oil serum, uric corrosive, and post-morning cholesterol levels, which prompts heightening of circulatory strain [5].

A portion of the conspicuous psycho-social pointers of work environment stress likewise incorporate issues with individual and expert connections, a sleeping disorder, migraines, uneasiness, alarm assaults, and melancholy [6]. Additionally, investigated [7] the commonness of rest misfortune and weakness among clinical work force and noted connections with stress, the frequency of clinical blunders, and nature of patient consideration. At one outrageous of the continuum, there is additionally proof to recommend that, work pressure is connected to working environment animosity and brutality.

Specifically, wellbeing experts were appeared to have higher paces of work environment stress and the negative results related with it. Normally, methods for adapting to work environment stress include working more diligently, pushing through, or enduring it. Such methodologies can demonstrate impractical over the long haul. Truth be told, some momentary adapting techniques, for example, Presentism, which included working while sick or harmed [8]. Researchers have identified three primary domains of human adaptation in stressful situations: Cognitive strategies, Social support strategies and Emotional management strategies. In a review of literature on organisational factors mediating work stress, key practices found to contribute to improved performances in a stressful workplace is included [9].

The different salient points are as follows.

- Clarify of jobs and undertakings
- Opportunity for control and strengthening comparable to work measures
- Open communication and transparency
- Supervisory uphold regarding giving useful input and learning openings

- Congruency with the organisational vision and values
- Enthusiastic administration systems can be key to the underlying pressure reaction and incorporate how people inform the circumstance and its level of danger, how they control the passionate reaction of battle or-flight, and what moves they make to arrive at passionate harmony. Basic emotive skills include mindfulness and abilities in controlling passionate reactions
- Establishing who is responsible and for what
- Dissecting proof to isolate realities from suppositions
- Acting to establish control over events
- Reducing disarray and struggle by improving lines of correspondence
- Setting objectives and participating in learning methodologies that help change and development
- Asking questions, observing what works and adjusting strategies.

Social help and solid informal organizations upgrade a few people's ability to adjust to upsetting workplaces. People exhibit more prominent capacity to accomplish viable power over their feelings and practices when they access outer assets, for example, companions, social assistance helping frameworks, or partners and bosses in their associations [10].

Methodology for the analysis of stress development at workplace

Unexpectedly, gainful work environments and solid societies are frequently described as being related with high multifaceted nature, quick change and danger taking advancement. Challenge and stress can likewise uphold development. So as to encourage a limit with regards to more prominent flexibility or flourishing in the work environment, numerous working environments have received an assortment of wellbeing programs, upheld to different degrees by the medical advantage provider. Offering Gyms, practice programs, wellbeing pioneers, wellbeing advancement authorities, and vouchers for outside projects in or close to the work environment are normal activities.

Assortment of procedures encouraged a flourishing reaction to work environment worry in a workplace [11]. Most significant was offering and preparing in the utilization of adapting procedures to address the basic issues instead of essentially fixing the issue with an end goal to cause it to disappear rapidly. Other working environment activities that can cultivate a flourishing versatility to stretch include:

- Cognitive evaluation preparing to assist people with perceiving and see past what they cannot control so as to outline the issue all the more efficiently and comprehensively.
- Social and authoritative activities that help a culture of open correspondence, mental security and the ability to recognize the primary issue and uncover sources of individual force and control, which are expected to help the difficult serving, correspondence and reflexion important to flourish in the midst of pressure.
- Communication and critical thinking procedures being created and upgraded through preparing in correspondence arranging and in the plan of correspondence frameworks that encourage critical thinking and executing arrangements.

The hierarchical culture of a work environment can liable to have more effect in cultivating a domain that assists representatives with being stronger to worry inside a fast-paced, rapidly changing, complex condition. Hierarchical culture is the qualities, beliefs, and suppositions of an association ordered through its different basic, political and correspondence channels and antiques (e.g., Organizational Chart, power structures, Roles and duties, types and timing of interchanges, format of office space, access and accessibility of assets, convey different convictions, qualities and presumptions). Encouraging an atmosphere and culture that qualities wellbeing, offers mental security and advances gaining from blunders or disappointment is basic to build up a strong pressure, flourishing or adapting limit inside the representatives.

The thought of transformation and versatility reverberates inside the wellbeing calling writing. In an audit of flexibility it is corresponding to wellbeing callings and their transformation to the wellbeing in the working environment. For instance, each day attendants and paramedics are set in awful or emergency circumstances that are incredibly unfriendly. The analysts highlight the collection of worry after some time as the greatest danger to the wellbeing and

prosperity of wellbeing experts. Individuals will in general have a sensibly steady typical condition of excitement when they are alert until some occasion or action changes their condition of excitement essentially. Rest is one such change; the battle or flight reaction to an intense stressor is another.

In a perfect world, people would have a chance to recuperate completely from the physiological changes delivered by the pressure reaction, and their excitement profile would return at the appointed time to its typical levels. In any case, in numerous working environment situations, and particularly in wellbeing callings, the recurrence of stressors is sufficiently high to forestall recuperation. In these cases, people start to recuperate from one intense pressure reaction who ever has not yet finished the process when another stressor happens, creating a covering pressure reaction. In a high pressure condition, the recurrence of upsetting occasions can keep people from completely recuperating from or enhancing the stressor and subsequently getting back to the first condition of excitement until they have completed work for the afternoon. Recuperation at this stage is probably going to take longer than it would be from a solitary unpleasant occasion – a result of aggregate pressure. On the off chance that the work environment is incessantly unpleasant, the outcome can be a suffering change in excitementstate, with that a more significant level turning into the new "ordinary" state, intruded on just by rest.

The specialists recommend that rehearsing successful unwinding can switch this total cycle and really bring down an individual's "typical" excitement state, making the individual stronger in general. The idea is that, after a meeting of, state, yoga, reformist muscle unwinding, or supernatural reflection, the individual's excitement list will have fallen altogether, and when that individual re-visitations of common exercises, the person will hold a marginally more loosened up state than ordinary. After some time, regularly for a while, this change can get enduring, bringing about another lower "typical" condition of excitement – right around an identical representation of the higher excitement created by long haul pressure.

RESULTS AND DISCUSSION

Primary data were collected by survey method using structured questionnaires which are contributing to stress resilience at workplace.

Table 1: Demographic Profile of the respondents (N=119)

| Particulars | Frequency | Percent | Cumulative Percent |
|-----------------------|------------|--------------|--------------------|
| Gender | | | |
| Female | 55 | 46.2 | 46.2 |
| Male | 64 | 53.8 | 100.0 |
| Total | 119 | 100.0 | |
| Marital Status | | | |
| Married | 80 | 67.2 | 67.2 |
| Unmarried | 39 | 32.8 | 100.0 |
| Total | 119 | 100.0 | |
| AGE | | | |
| Below 35 yrs | 35 | 29.4 | 29.4 |
| 35 to 45 yrs | 43 | 36.1 | 65.5 |
| 45 to 55 | 20 | 16.8 | 82.4 |
| Above 55 years | 21 | 17.6 | 100.0 |
| Total | 119 | 100.0 | |
| INCOME (PM) | | | |
| Below 50,000 | 23 | 19.3 | 19.3 |
| 50,000-1,00,000 | 47 | 39.5 | 58.8 |

| | | | |
|---|------------|--------------|-------|
| 1,00,000 - 2,00,000 | 28 | 23.5 | 82.3 |
| Above 2,00,000 | 21 | 17.7 | 100.0 |
| Total | 119 | 100.0 | |
| Years of service in the present post | | | |
| Less than 5 yrs | 35 | 29.4 | 29.4 |
| 5 - 10 yrs | 25 | 21.0 | 50.4 |
| 10 - 15 yrs | 19 | 16.0 | 66.4 |
| 15 - 20 yrs | 21 | 17.6 | 84.0 |
| 20 yrs and more | 19 | 16.0 | 100.0 |
| Total | 119 | 100.0 | |

Source: developed from the survey data

In the above table of demographic profile, majority of the respondents are belongs to male (53.80 percent) and female (46.20 percent). Further, with regards to marital status, majority of the respondents are married (67.20 percent) and unmarried (32.80 percent). In age of the respondents, majority of the respondents belongs to the range of 35 to 45 years (36.10 percent) and then coming below 35 years (29.40 percent). Few of the respondents are belongs to above 55 years (17.60 percent) and 45 to 55 years (16.80 percent).

In income of the respondents, majority of the respondents are having monthly income between the range of 50,000 to 1,00,000 (39.50 percent) and then comes 1,00,000 to 2,00,000 (23.50 percent). Few of the respondents are having below 50,000 (19.30 percent) and above 2,00,000 (17.70 percent) respectively. In years of the service in the present post, majority of the respondents are having years of service less than 5 years (29.40 percent) then coming 5 to 10 years (21.0 percent). Few of the respondents are belongs to the range 10 to 15 years (16.0 percent) and 20 yrs and above (16.0 percent) respectively.

Table 2: Reliability Analysis (Cronbach's Alpha)

| Sl. | Particulars | Mean | Std. Deviation | Cronbach's Alpha if Item Deleted | N |
|-----|---|-------|----------------|----------------------------------|-----|
| 1 | Work environment | 4.564 | 0.753 | 0.745 | 119 |
| 2 | Stress Resilience | 3.769 | 1.062 | 0.789 | 119 |
| 3 | Management of Stress | 3.744 | 0.956 | 0.734 | 119 |
| 4 | Strategies adopted to reduce stress | 4.154 | 1.113 | 0.752 | 119 |
| 5 | The Organisation provides the following to create a stress free workplace for its employees | 2.615 | 1.227 | 0.784 | 119 |

Source: developed from the survey data

The Cronbach's Alpha value for all the items, taken for the purpose of the study are coming more than 0.7, which indicates that all the variables are reliable, thereby validating the questionnaire. Further items used in the questionnaire are internally homogenous and consistent. At the same time all the items are good.

Stress Test Analysis

The Stress test is conducted among a total of 1000 individuals by creating a website. Individuals only coming under the category of health are allowed to access the test. By giving them certain questions the evaluation of the amount of stress in their working conditions was done. Those who scored 5 in it, are considered as totally stress, tension and anxiety free. Individuals who scored 4 are considered as stress and anxiety free. Those persons who scored 3 are considered as

stressful. Those who scored 2 and 1 are considered to have a lot of tension, stress and anxiety in their life. The result is shown in Figure 1 of stress test.

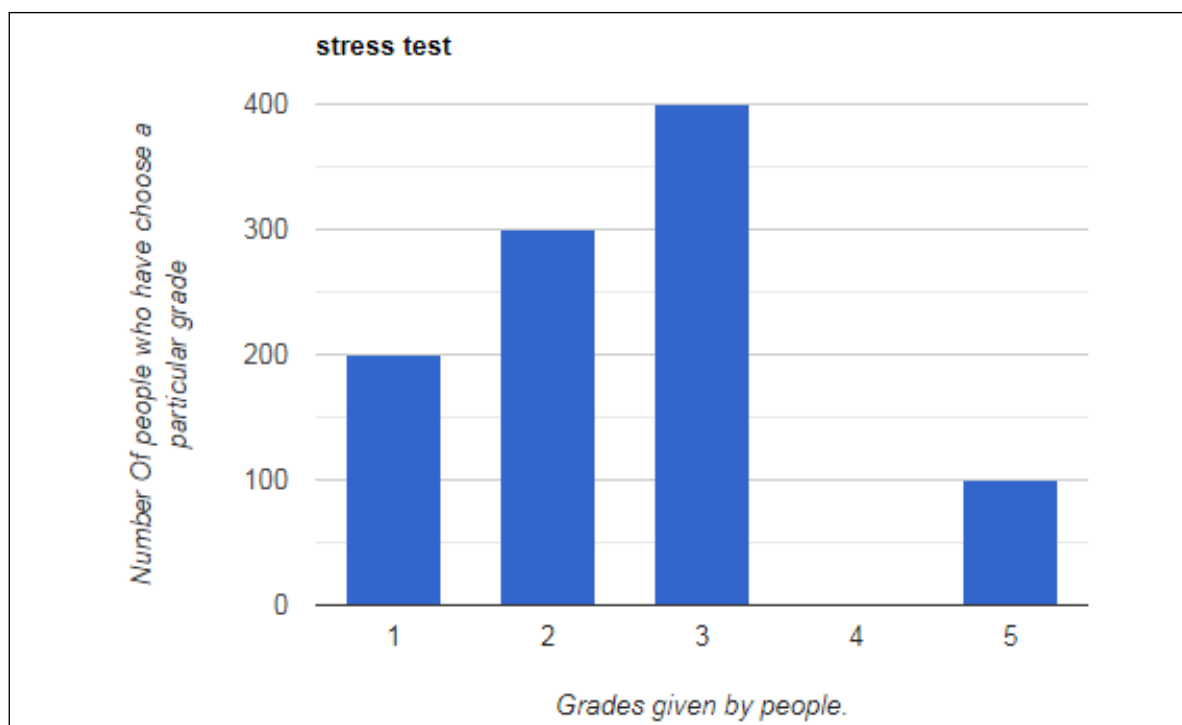


Figure 1: Results of stress test after sample test

Another question was asked in the website is about positive thinking. Positive thinking / speculation assists with pressure in the board and can even improve one's wellbeing. Working on defeating negative self-talk will keep one stress free. As a result, it is observed that 500 individuals scored 4 which specified that they are happy with their occupation. The graphical representation is shown in Figure 2.

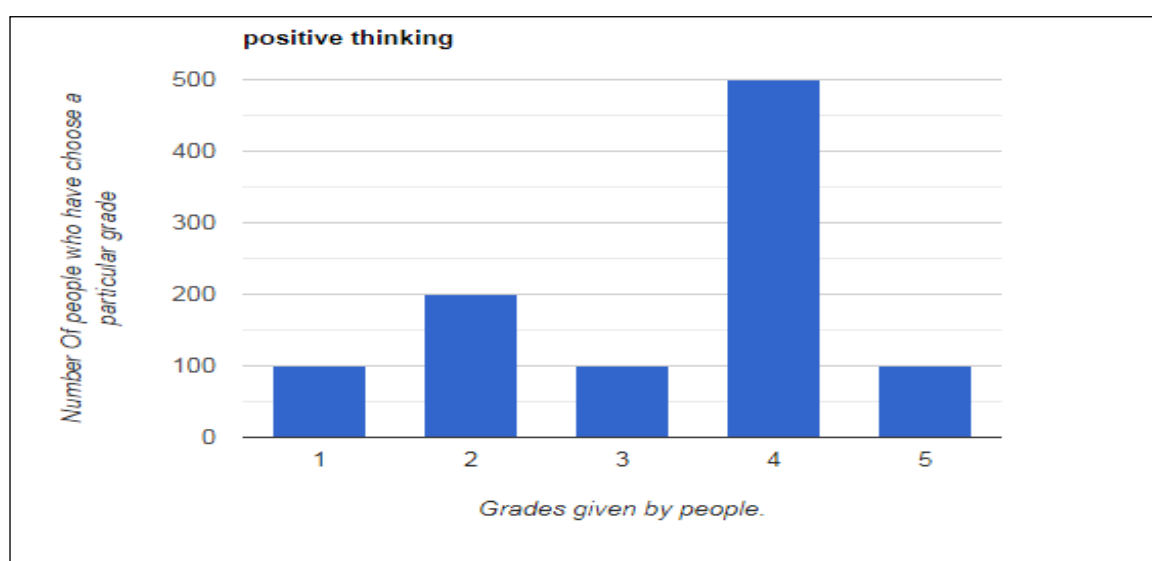


Fig. 2: Results obtained for positive thinking

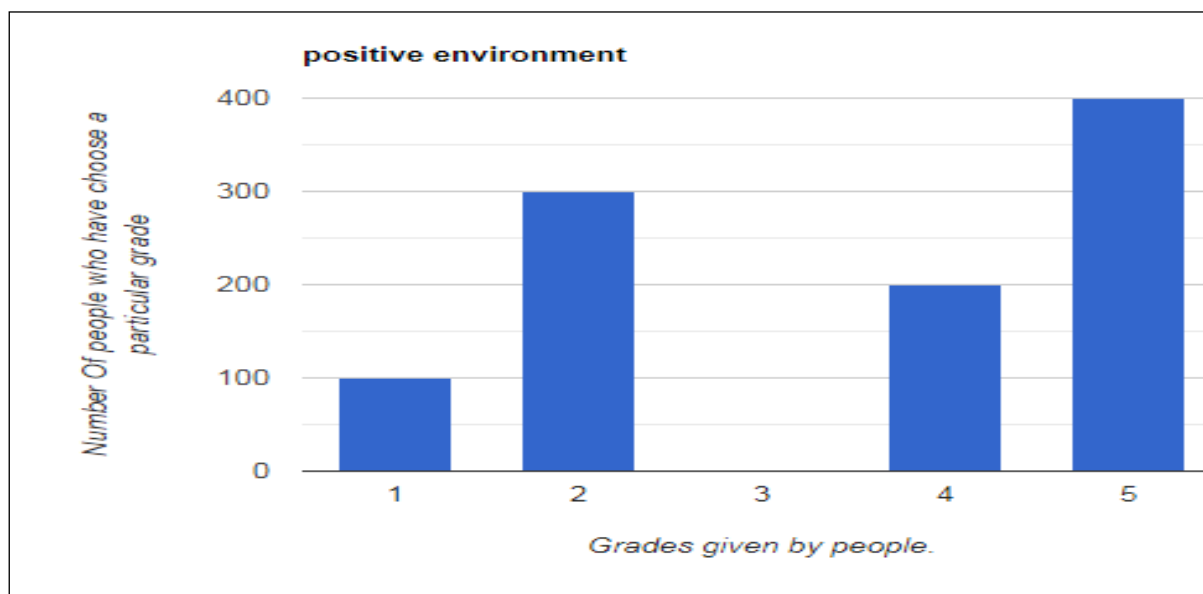


Fig. 3: Results of positive Environment

Positive environment around a person reflects how his surrounding is. Positive environment helps to do works easily and also creates a positive vibe mentioned in Figure 3.

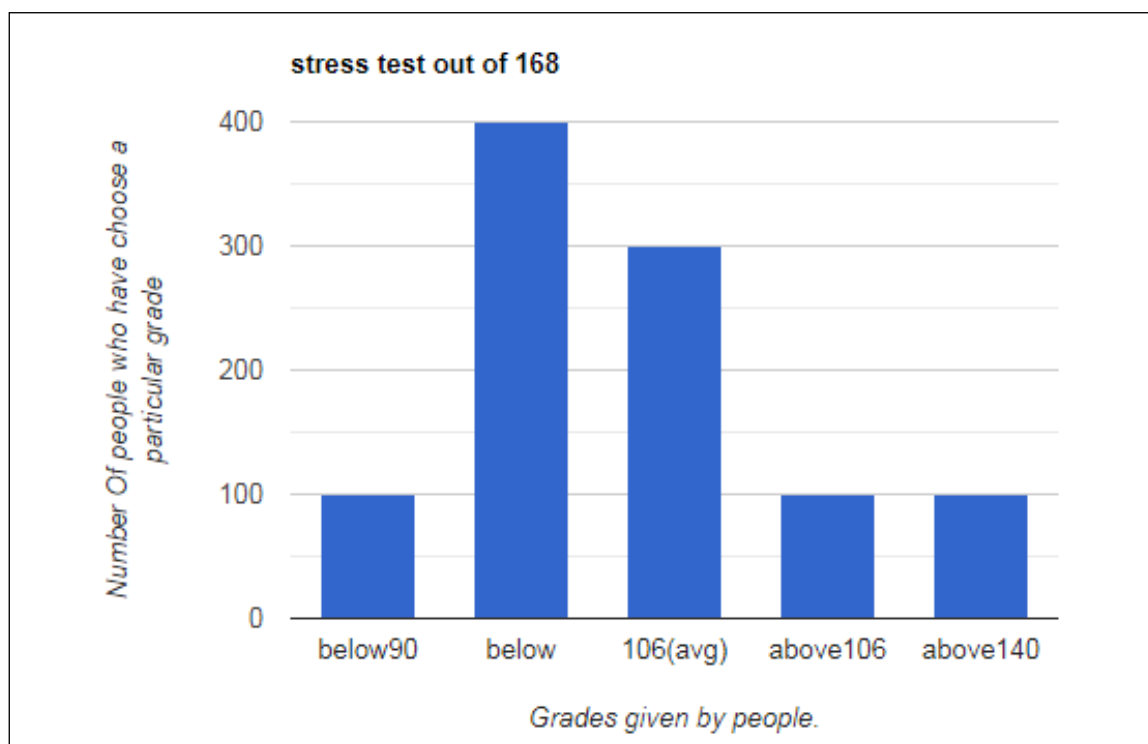


Fig. 4: Overall scores of the total survey

A total of 42 questions were asked with maximum 4 marks and minimum 1 mark. 106 marks is found to be an average of all the marks. The scores are mentioned in Fig.4.

CONCLUSION

The productivity of the work force is the most decisive factor as far as the success of an organisation is concerned. The productivity in turn is dependent on the psychosocial well being of the employees. This particular research was intended to study the stress resilience on public sector managerial personnel of famous hospitals in Cuttack and Bhubaneswar city

of Odisha. The impact of various socio-demographic factors on stress level of managers in public sector reveals that gender and marital status have a significant impact on employees' stress levels. It is therefore necessary for the employees at the workplaces the sources of role stress first. Moreover, knowing the sources can be helpful in choosing a method to deal with role stress. Although it is not possible to control all of life's events and identification of role stress is a complicated task in the organizational context, through right understanding and good planning, role stress and its causes among employees can be alleviated to a very great extent and productivity can be enhanced. Success always belongs to employees who can manage stress effectively, eliminate emotional problems, sustain mental well-being, and encourage subordinates to work in the midst of stressful environments.

If we enhance the psychological well-being and health of the employees, in the coming future the banking industry would make more revenue as well as employee retention, because it is said that, **"A Healthy Employee is a Productive Employee"**

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