

# **OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG GOVERNMENT AND PRIVATE NURSES**

*Dissertation submitted to Christ College (Autonomous) in partial fulfilment of  
the requirements for the award of the degree of Bachelor of Science in  
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**DEPARTMENT OF PSYCHOLOGY**

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**BONA-FIDE CERTIFICATE**

This is to certify that the dissertation entitled, “**OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG GOVERNMENT AND PRIVATE NURSES**” is a bona-fide record of research work carried out by Ms. SNEHA BAIJU, Register no: **CCASSPY012**, during the sixth semester of BSc. Psychology of the academic year 2018-2021.

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## **DECLARATION**

I hereby declare that the dissertation work entitled “**OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG GOVERNMENT AND PRIVATE NURSES**” submitted to the University of Calicut, in partial fulfilment of the requirement for the award of the Degree of Bachelor of Science in Psychology is the record work done by me under the supervision of Ms. Christina Tony, Assistant Professor, Department of Psychology, Christ College (Autonomous) Irinjalakuda. This is not formed as the basis for the award of any degree/diploma (Associate ship) fellowship or other similar title to any candidate of any university.

Place : Irinjalakuda

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**“Gratitude is the healthiest of all human emotions. The more you express gratitude for what you have, the more likely you will have even more to express gratitude for”**

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## **ABSTRACT**

The aim of the current study is to investigate the relationship between occupational stress and job satisfaction among government and private nurses from Thrissur district in Kerala. The data were collected from a sample of 60 adults between the age ranges of 24 and 50 years. Of this 30 were male nurses and 30 were female nurses .Two questionnaires were distributed among the sample population through Google form; occupational stress scale by A K Srinivastava and A P Singh and job satisfaction scale by Paul E Spector. Results were obtained through t-test and Pearson's correlation, it indicated that there is a significant relation between occupational stress and job satisfaction among government and private nurses and there is no significant difference in occupational stress among government nurses and private nurses and there is significant difference in job satisfaction among government nurses and private nurses.



**CHAPTER I**  
**INTRODUCTION**

# OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG GOVERNMENT AND PRIVATE NURSES

Nursing is generally perceived as demanding profession. Along with the increased demand and progress in the nursing profession, stress among the nurses has also increased. Stress is experienced when demands made on us outweigh our resources. When the person is subjected to a stressor, a characteristic syndrome of physical reactions will occur. The stress concept can also be seen as active in a holistic view of the person. The stress response can be physical, psychological, emotional or spiritual in nature and is usually a combination of these dimensions. Stress, similarly, can arise from one or more dimensions and can be either internal or external. A moderate level of stress or “Eustress” is an important motivating factor and is considered normal and necessary. If stress is intense, continuous, and repeated, it becomes a negative phenomenon or “Distress,” which can lead to physical illness and psychological disorders. It is usually observed that nursing profession undergoes tremendous stress which effect on work performances of nurses and ultimately affects the patient care. Chronic stress takes a toll when there are additional stress factors like home stress, conflict at work, inadequate staffing, poor teamwork, inadequate training, and poor supervision. Stress is known to cause emotional exhaustion in nurses and lead to negative feelings toward those in their care.

Research studies on stress in nursing have identified a variety of stressors include poor working relationships between nurses and doctors and other health care professionals, demanding communication and relationships with patients and relatives, emergency cases, high workload, understaffing and lack of support or positive feedback from senior nursing staff, role conflict, home-work imbalance . Stress has a cost for individuals in terms of health, wellbeing and job dissatisfaction, as well as for organizations in terms of absenteeism and turnover, which in turn may impact upon the quality of patient care. Multinational study by WHO on migration and mobility of nurses found that inadequate working condition was main factor driving nurse’s mobility. Level of job satisfaction is an extent to which person likes or dislikes his job. Multiple factors can influence persons level of job satisfaction; this factor range from the level of pay and benefits, perceived fairness of promotion system within the organization, the quality of working conditions to leadership and social relationship. Work account for large amount of waking hours per day of most people and there is evidence that work has substantial influence on people’s self-concept and self-esteem. Job satisfaction and life satisfaction are positively and reciprocally related to each other. Job satisfaction of the nurses is a crucial indicator of good working environment and management of the institution.

The low job satisfaction among nurses and the achievement of positive outcome such as a low patient fall rate are issues that affect both quality and cost of patient care. Although the cost of nurse job dissatisfaction has not been directly measured, the high cost of turnover rate has been well established. Poor patient outcome such as an increased patient fall rate also increases the cost of healthcare. Moreover, poor patient outcomes increase the length of stay, increase resource utilization, and increase the cost of treatment. Dissatisfied not only give poor quality, less efficient care. Nurses who were not satisfied at work were also found to distance themselves from their patients and their nursing chores. Nurses perhaps are the best friend of patients. Though they get paid for the job, the care and concern them exhibit for the patient is unparalleled and most of the time goes beyond any financial remuneration. There are instances where nurses experience high stress level that leads to negative work environments that rob nurses of their spirit and passion about their job. Consequently, unsatisfied workers might lead to burnout, where burnout associated with stress has been documented in healthcare professionals including nurses and is considered as one of the potential hazards occurring among individuals who do “people

work”. Studies have provided evidence that satisfied workers tend to be more productive, creative, committed and will eventually contribute to higher quality patient care and patient satisfaction, tend to care more about work quality and are more generally productive. However, there are times when nurses find themselves in “Burnout” situations manifested by emotional exhaustion, detachment, and lack of drive and enthusiasm to work and achieve. Among healthcare professionals, nurses have been found to be most prone to burnout. Moreover, studies have shown that burnout among nurses has a negative effect on the quality of patient care and patient satisfaction. Burnout and low Job satisfaction indeed contributes into the nurses’ inefficiency and affects their dedication to job quality and care given.

## **OCCUPATIONAL STRESS**

In a high velocity and rapidly changing environment, organizations now operate in cultures of increased speed, efficiency and competition. Economic imperatives and the need to retain competitive advantage have resulted in restructuring and uncertainty. Workforces are constantly being downsized or enlarged; small organizations are merging or being merged by larger, more competitive and efficient organizations. Thus, change is the only constant. Occupational stress and workplace health has become issues of great concern over the last decade, both nationally and internationally. Given the value of work in the society, the amount of time spent at work and the current changes that are affecting the nature of work, it is not surprising that work stress appears to be increasing . Stress claims were mostly associated with the experience of a traumatic and or life threatening event, such as violence, injury or a critical incident of some kind. Occupations at risk of experiencing these types of events include police and prison officers, medical and para-medical professions, banking staff and community care workers (National Institute for Occupational safety and health – NIOSH, 1999). In recent years, the number of claims has steadily increased and the reported cause for these claims has moved away from traumatic stress to chronic conditions . Stress creates enormous costs, both financially and in human terms. Discussion of work stress should avoid making the impression that work is a psychologically dangerous activity as it is not necessarily inherently stressful. The intrinsic value of work to the health and life satisfaction of the worker is well recognized . Early philosophers such as Freud and Adler contended that work forms an integral part of basic human existence. In his well accepted theory of development, Erikson (1950) noted the importance of work to an individual’s sense of selfhood. Motivational theorists such as Maslow (1968) have suggested that work does not only fulfill basic needs of security, food or shelter, but also provides a means by which higher level needs, such as need for competence, meaning and social engagement are met. Work, therefore plays a major role in people’s lives and plays an important influence on their sense of well being and identity . It provides a medium by which people identify themselves in society and can be influenced by economic, societal, cultural and individual factors. A person’s identity is a function of his or her validated social roles, particularly those associated with occupation. Consequently, the laws of such valued roles can lead to psychological distress and subsequent loss of function. For many individuals, the loss of work has been associated with extremely negative reactions that include psychological or physiological distress, loss of social contact and suicide . Studies at both national and international have found a relationship between 16 unemployment and a range of measures of poor health. In addition to loss of income, unemployment has been found to lead to a breakdown of social relationships and an increase in stress and anxiety , loneliness and deprivation of social position , reduced social support, poor health, a higher incidence of handicap and chronic illness .

Stress that occurs due to a person’s employment is termed occupational stress. The terms work stress, job stress, or occupational stress is used interchangeably . Employers and governments have had increasing concern about occupational stress for over twenty years . In the past decade, effects of economic globalization and rapid technological changes have resulted in increased workloads and a faster pace in the work place . Unmanaged stress for employees can result in short-and-long-term negative health effects including exhaustion, physical pain, depression, sleep disturbances, and even death . Employers risk the potential loss of talented, trained employees due to occupational stress and its results. Another

concern is the employer's risk of being held legally liable for damages that result from stress in the workplace . Theories of work stress have been categorized by as either interactional or transactional . Interactional theories of stress focus on the structural features of the person's interaction with their work environment. Transactional theories of stress focus on the person's emotional reactions and cognitive processes related to their environment. One general theory of occupational stress is the effort-reward imbalance model. This model emphasizes the link between self-regulatory needs of the worker and the social opportunity structure . Effort reward imbalance is prevalent in service occupations. Another accepted general theory of occupational stress is the demand control model. Occupational stress has been the topic of much research. Sutherland and Cooper (1998) devised five categories of potential sources of psychosocial and occupational stress. Factors intrinsic to the job are Poor physical working conditions, work overload, pressures of new technology, time pressures. Factors that impact a Role in the Organization are Role ambiguity or conflict due to conflicting demands; responsibility to others; relationships with others, boundary conflicts. Career Development factors are Job insecurity, over promotion or under promotion. Relationships at work are influenced by Poor relations with boss or other colleagues; difficulties delegating responsibility. Organizational structure and climate are impacted by Lack of participation in decision making, office politics, restrictions on behaviour and social support. Other factors that are potential stressors include life events that may cause stress such as home, family and financial demands, marital problems and conflicts between job and family demands .

## **JOB SATISFACTION**

The relationship between man and work has always attracted the attention of philosophers, scientists and novelists. A major part of man's life is spent in work. Work is a social reality and social expectation to which man seems to conform. It not only provides status to the individual but also binds him to the society. The nature and significance of work would be important as an area of study, if only on the basis that it occupies so much of man's life span. On the surface, it may seem that with the growing complexities of the industrial society, work is simply a means of earning a living. This approach appears to be an over simplification. Work serves many other functions for an individual. As a matter of fact, by working on a job, most men gratified many of their needs. Work in this regard is a potent source of need gratification of all types such as physical, security, social and ego needs. Schaffer (1953) for example opined that job satisfaction is primarily based upon satisfaction of needs. The stronger that need, the more closely will job satisfaction depend upon its gratification. The concept of need has been taken from animal psychology and social psychology respectively. The term 'need' is defined as "condition marked by feelings of lack or want of something or of requiring the performance of some action". Needs are terminated by attainment of incentives. This termination is a simple feeling of state known as satisfaction. According to Drever, "satisfaction is the end state in feeling accompanying the attainment of an impulse of its objective". The resulted feeling of satisfaction is a function of the motive (need) strength and the opportunity that environment provides for the attainment of appropriate incentive. Earlier job attitude researches have been focused on economic aim, humanistic aim and theoretical aim. The economic aim of job attitude research is that a satisfied employee will be more productive than a dissatisfied employee. The humanistic aim of the job attitude is to make work hours pleasurable and as meaningful as possible. The theoretical aim of job attitude research is to increase the understanding of man. Knowledge of the determinants of satisfaction and dissatisfaction at work can contribute appreciably of professionals. Studies in the area of job satisfaction as an important and popular research topic started decades ago. In research designs, it has been used variously as dependent, independent and moderating variables. Job satisfaction is a person's attitude towards the job. Positive attitude towards the job are equivalent to job satisfaction whereas negative attitudes towards job are equivalent to job dissatisfaction. Job satisfaction has been defined variously from time to time.

## **SIGNIFICANCE**

Stress is a part of everyday life for health professionals such as nurse's physicians and hospital

administrators. Workload, decreased job autonomy, inadequate supervisor support, less opportunities of learning on job and inappropriate feedback to be significant predictors of stress among nurses. Nurses with high levels of personal accomplishment perceived significantly lesser degree of stress. Nurses are usually made responsible for non-nursing activities which cause extra burden of work on them. Occupational stress is a major health problem for both individual employees & organizations and can lead to burn out, illness, labour turnover and absence in work performances. Learning is the addition of new knowledge and experience Interpreted in the light of past knowledge and experience. Teaching and learning is an integral part of nursing. Nurses have the responsibility to educate patients related to various aspects and keep themselves updated. Various teaching strategies are used to increase knowledge, such as lecturing, demonstration, discussion and self-education. This can have a negative influence on physical and emotional health and lead to psychosomatic disorders. Satisfied workers tend to be more productive, creative, and committed. Therefore, a highly satisfied and free from burnout nurses' will eventually be effective in rendering a quality nursing care since their ultimate goal is the patient satisfaction. Nurse's job satisfaction has positive correlation with patients fall rate. Assessing satisfaction is not one time action; Instead, it needs continuous monitoring and evaluation by adopting this procedure, services providers are able to learn about deficiencies in health delivery system and will be able to take timely appropriate alternative steps.

## **OBJECTIVES**

1. To investigate the relationship between occupational stress and job satisfaction among government and private nurses.
2. To investigate whether difference in occupational stress would account for significant differences in Job satisfaction of government and private nurses.
3. To investigate whether differences in biographical variables namely Gender, different sectors and age would account for significant differences in their occupational stress.

## **HYPOTHESIS**

- 1) There is no significant difference in occupational stress among government and private nurses.
- 2) There is no significant difference in job satisfaction among government and private nurses.
- 3) There is no significant relationship between occupational stress and job satisfaction .

## **KEYWORDS**

Occupational stress –Psychological stress related to one's job

Nurses- Person who care for the sick or infirm especially in a hospital.

Hospital – Health care institution providing patient treatment with specialized medical and nursing staff and medical equipment.

Job satisfaction-Extend to which an employee feels self-motivated, content and satisfied with his/her job.

**CHAPTER II**  
**REVIEW OF LITERATURE**

A fundamental part of the study is to gain proper knowledge of the area in which the research to be conducted. Review of literature help to become aware of the significance of the problem which is selected for the study. Also, we become familiar with the area studied. Later it promotes a greater understanding of the problem. A review of the literature for the present study is given below.

A Gulavani, M Shinde conducted a study on the topic “Occupational stress and job satisfaction among nurses” .The study was conducted on 2014 on 100 nurses selected by convenient sampling technique .Occupational stress was measured through occupational stress scale and job satisfaction was measured through job satisfaction scale .The result was ,there was no significant association between occupational stress , job satisfaction and age , sex, professional education ,year of experience.

B D Kirkealdy , T Martin conducted a study on the topic “Job stress and satisfaction among nurses :individual differences” in 2000.The study was conducted on 276 nurses in hospitals in Northern Ireland .The result was there was no significant relationship between gender , stress, and also age has a significant relationship.

A Nizami ,I Rafique , F Aslam, F A Minhas conducted a study on the topic “occupational stress and job satisfaction among nurses working at a tertiary care hospital” in 2006.The study was conducted on 50 female nurses working at a general hospital .The study concluded that nurses at a tertiary care hospital have a higher index of occupational stress and majority of it generates from the administrative disorganization of the firm and less from the personal or the monetary factors.

V K Jain , D G McLaughlin, R Lall conducted a study on the topic “Effects of Locus of control , Occupational stress and psychological distress on job satisfaction among nurses” .The study was conducted on 1996 on 34 practising nurses.The study concluded that greater work related stress and higher psychological symptom distress were significantly negatively correlated with job satisfaction.

B H Gottlieb , E K Kelloway, Ann Martin Matthews conducted a study on the topic “Predictors of work-family conflict, stress and job satisfaction among nurses”.The study was conducted on 1996 on 101 hospital based nurses. The results revealed that family support, perceived organizational support for family life, perceived workload size, and involvement in child care were mainly responsible for the outcomes studied. In addition, the study underscores the importance of separately measuring both the source and the direction of work-family conflict.

A M Richarsen, R J Burke conducted a study on the topic ”occupational stress and job satisfaction among physicians :sex differences ”.The study was conducted on 1991.The data was collected from 2584 physicians randomly .About 10% of it was females. Correlations indicate that for both female and male physicians, high levels of occupational stress was associated with less satisfaction with medical practice and more negative attitudes about the medicare system and health care in general, and high job satisfaction was related to fewer specific work stressors and more positive attitudes about health care.

AA Rita, S Atindanbila, M Portia conducted a study on the topic “The Causes Of Stress And Job Satisfaction Among Nurses At Ridge And Pantang Hospitals In Ghana”.The study was conducted on 2013 on 105 Nurses randomly selected from both Hospitals were used for the study using the Expanded Nurses Stress Scale. the findings revealed that there was a weak negative correlation between work stress and job satisfaction in the two Hospitals.

N Ahsan , Z Addullah conducted a study on the topic “job stress on job satisfaction among university

staff in Malaysia".The study was conducted on 2009. The sample consists of a public university academician from Klang Valley area in Malaysia. The results show there is a significant relationship between four of the constructs tested. The results also show that there is significant negative relationship between job stress and job satisfaction.

A S Dahri,W U Hameed , M Nawaz A Sami conducted a study on the topic "Nurses job satisfaction is burnes out by their leaders and stress".The study was conducted on 2019. 265 nurses were surveyed through a self-administered questionnaire in 24 district public hospitals in Sindh. This study provides sound implications for HR managers and stakeholders to ground their policies in line with the findings of this study. Such as arranging training programs for supervisors to develop leadership emotional skills. Likewise, practices must be devised for flexible work settings to enhance work rather stress among employees that results in burnout and job dissatisfaction.

N A Mathew conducted a study on the topic "Effect of stress on job satisfaction among nurses in central nurses".The study was conducted on 2013. The responses were from the nurses working in leading hospitals having more than 407 beds situated in Central Kerala.There were 100 respondents .The result concluded that , the stress has a negative relationship with satisfaction. The various sources of stress indentifies include: pressure at work, work environment, work schedule, much of paper works ,job insecurity, long working hours and inadequacy of staff in each department.

M Yaacob and C S Long conducted a study on the topic "Role of occupational stress and job satisfaction".The was conducted on 2015. There were 386 respondents.The respondents were teachers. findings also revealed that there is a significant relationship between occupational stress and job satisfaction. Only role ambiguity has significant relationship with job satisfaction. The result also shows that role ambiguity and role overload were predictor of job satisfaction.

S Moallemi and M Adroom conducted a study on the topic"Comparison of job stress and job satisfaction amongst nurses of different nurses".The study was conducted on 2016.The study included 103 nurses selected from hospitals of Zahedam University of Medical Sciences and Hospital of Social Security . According to the results of the current study, there was a significant difference between the nurses' job stress in different units and several subscales ( $P \leq 0.05$ ). The highest measure was related to death and dying subscale (2.24), workload (2.21) and certainty concerning treatment (2.20), respectively and the lowest correlation was with discrimination (1.34). The results showed there was no significant difference between the nurses' job satisfaction at different units ( $P=0.64$ ).The nurses of internal department and emergency had high level of stress in total score and most of the subscales of stress (job satisfaction=17.56, nursing stress=57.89).



# **CHAPTER III**

## **METHOD**

This chapter describes the research design, the sample and the sampling procedure employed, the tools used, the procedure adopted for data collection, and the statistical methods employed for analysis of the collected data. Methodology is a system of broad principles or rules from which specific methods or procedures may be derived to interpret or solve different problems within the score of particular discipline. Unlike an algorithm, a methodology is not a formula but a set of practices. The methodology adapted for the investigation has been describes in this chapter.

**AIM**

The project was done to search out the relation between occupational stress and job satisfaction among government and private nurses.

**SAMPLE**

The sample for the present study consists of 60 nurses belonging to the age range of 24-50. The subjects were taken randomly from health care centers in Thrissur. The subjects were drawn from government and private hospitals. The sample consists of 30 males and 30 females.

GENDER	SAMPLE SIZE	PERCENTAGE
Male	30	50%
Female	30	50%

**INCLUSION CRITERIA**

- Certified nurses belonging to age group of 23-50.
- Male and female nurses are included.
- Both government and private nurses are considered.

**EXCLUSION CRITERIA**

- Nursing students are excluded.
- Nurses below 23 and above 50 are excluded.

**TOOLS**

Only self-report questionnaires were used in this study. The occupational stress scale and job satisfaction scale are used.

**Occupational stress Index by A K Srinivastava and A P Singh (1984)**

The scale was originally developed for employees in general. Later it was strandarized by the investigator. The modified and reconstructed job satisfaction scale included 47 items to be responded on a five-point scale .The total scores once taken, the totals of 47 items are divided into twelve dimensions and they are Role overload, Role ambiguity , Role conflict, Unreasonable groups and political pressure, Responsibility for person, Under participation, powerlessness, Poor peer relations , Intrinsic improvement ,Law status, strenuous working condition ,Un-profitability. The scoring is based on a five point scale from 1 to 5 for the positive response of strongly disagree scoring is 1, Disagree it is 2, Neutral is 3, Agree is 4, Strongly Agree scoring is 5 and for negative items, the scores are given in opposite direction. The total score of the individual was considered to statistical analysis.

**Scoring**

The raw scores are summed up to get an occupational stress score. Items 14,27,6,18,30,40,7,19,31,8,20,32,41,21,33,10,22,43 are reverse scored .Sum of the scores of all items are taken.

**Reliability and Validity**

The split half reliability coefficient of the occupational stress scale was found to be 0.7901 (79.01%). The internal consistency of the scale was 0.8557 (85.57%). The intra-class correlations were obtained by using the item analysis technique and intra-class correlation coefficient is ranging from -0.5647 to 0.6846. All items of the occupational stress are found to be significant. The corresponding validity of the

occupational stress scale was found to be 85.5729.

### **Job satisfaction scale by Paul E Spector (1994)**

The Job satisfaction scale was constructed and standardized originally by Paul E Spector Later it was standardized by the investigator. The job satisfaction scale consists of 36 items to be responded on a six-point scale. The total scores once taken, the totals of 36 items are divided into nine dimensions ; Pay ,Promotion, Supervision, Benefits , Contigent rewards ,Operating procedures, Co-workers, Nature of work, Communication. The scoring is on a six point scale from 1 to 6 for the positive response of Disagree very much scoring is 1, Disagree moderately it is 2, Disagree slightly is 3, Agree slightly is 4, Agree moderately is 5 and Agree very much scoring is 6 and for negative items, the scores are given in opposite direction. The total score of the individual was considered to statistical analysis.

#### **Scoring**

The raw scores are summed up get a job satisfaction score. Items 10,19,2,12,21,29,14,23,32,24,31,16,34,8,18,26,36 are reverse scored .Sum of all items are taken.

#### **Reliability and Validity**

The reliability and validity of the scale was assessed by the split half reliability technique and the split half reliability coefficient of the occupational stress scale was found to be 0.8125 (81.25%). The internal consistency of the scale was 0.7301 (73.01%). The intra-class correlations were obtained by using the item analysis technique and intra-class correlation coefficient is ranging from -0.1005 to 0.9479. All items of the occupational stress are found to be significant except question number 11 and it also included in the study. The corresponding validity of the occupational stress scale was found to be 90.13%.

### **ADMINISTRATION**

After choosing the questionnaires, they were administered to hospital nurses through the Google forms platform. These nurses were randomly selected. Nurses from various hospitals completed the questionnaire. All of them belonging to the age category of 23 to 50. All of them willing to share their information. The participants were given the instructions and ensured that all the shared information will be kept confidential.

### **STATISTICAL ANALYSIS**

Correlation and t-test were used to analyse the data.

#### **Correlation**

It is a measure of relationship between two variables in forms of strength of relationship, the value of Correlation coefficient varies between +1 and - 1. A value of +1 or - 1 indicates a perfect degree of association between two variables. As the Correlation coefficient value goes towards 0, the relationship will be weaker. The sign of the Correlation indicates the direction of relationship. If both variables tend to increase or decrease together the coefficient is positive. If one variable increases as other decrease, the coefficient is negative.

#### **t-test**

The t-test is one of many tests used for the purpose of hypothesis testing in statistics. It is used for the comparison of the difference between the means of two groups. It is suitable to test whether the mean of the two sets of scores are significantly different or not. The t-test is based on t-distribution and is considered as an appropriate test for finding the significance of difference between the means of two samples in case of small samples when population variance is not unknown. If the value exceeds a cut-off point depending on degree of freedom the difference in mean is considered significant when t value is below the cut-off the difference is said to be not significant

**CHAPTER IV**  
**RESULT AND DISCUSSION**

Aim of the study was to understand the relationship between occupational stress and job satisfaction among government and private nurses. The data is collected and analysed by SSPS 25. Pearson's Correlation was used to determine the relationship between occupational stress and job satisfaction.

## RESULT

**Table 1 : Mean, Standard Deviation, Level of significance obtained by government and private nurses in occupational stress.**

Variable	Group	Number	Mean	SD	t-value	Significance
Occupational stress	Government	30	136.5517	11.65757	-1.504	.138
	Private	30	141.0333	11.23567		

Table 4.1 indicates the mean, standard deviation, t-value and the level of significance among government and private nurses. From the table, it is seen that the t-value is -1.504 and the level of significance is .138 which indicates that there is no significant difference between the scores of government and private nurses. Thus, we accept the null hypothesis.

The result shows both government and private nurses suffer almost same occupational stress in their field. Since we are facing the most challenging pandemic in the history, the work load that creates to the health workers is noticeable .Especially hospital nurses. It is not easy to care ,treat, cure patients .The pandemic COVID-19 had affected the whole world widely. Other than covid patients there are also patients with other chronic illness. Thus the workload now days had increased tremendously .Both government and private nurses suffer work stress.

**Table 4.2**

**Means, SD, t-value and level of significance obtained by government and private nurses in job satisfaction.**

Variable	Group	Number	Mean	SD	t-value	Significance
Job satisfaction	Government	30	165.6897	5.35926	31.927	.000
	Private	30	123.500	4.78323		

Table 4.2 indicates mean, standard deviation, t-value and the level of significance among government and private nurses. From the table, it is seen that the t-value is 31.927 and the level of significance is .000 which indicates that there is significant difference qt 0.01 level between job satisfaction in government and private nurses. Thus, we reject the null hypothesis.

The result thus indicates that the mean value for government nurses is 165.6897 which is greater than private nurses .The mean value for private nurses is 123.500. Which shows that government nurses have higher job satisfaction than private nurses . Government nurses are provided with pension, retirement gratuity, incentives, leave encashment, priority ,paid maternity leave yearly salary increment and others. Comparing to government hospitals ,major health care issues are reported in private hospitals .Even government hospitals have low fee structure , carelessness and lack of necessary facilities there, make private hospitals more favourable. So work load is high for private nurses compared to government nurses. With heavy workload they experience less benefits .This make them unsatisfied in their job.

**Table 4.3**

**Correlation between the variables Occupational stress and Job satisfaction.**

Variables	Occupational stress	Job satisfaction
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Occupational stress	Pearson Correlation	1	-.155
	Sig(2-tailed)		.242
	N	60	60
Job satisfaction	Pearson Correlation	-.155	1
	Sig(2-tailed)	.242	
	N	60	60

The table 4.3 shows the correlation between occupational stress and job satisfaction among nurses. The nurses have obtained -.155 as correlation between occupational stress and job satisfaction. Here the null hypothesis is rejected. Result indicates that the occupational stress and job satisfaction are negatively correlated. When occupational stress increases job satisfaction decreases and if occupational stress decreases, job satisfaction increases.

As nurses handle a major part of the health care system, the work load for them is very high other than any profession. The pressure from authorities, health issues, difficulty in time management are also reasons behind their stress. Which leads to low job satisfaction.

**CHAPTER V**  
**SUMMARY AND CONCLUSION**

Many studies have been conducted in the area of nurses and their several characteristics .These studies have proved to be helpful in understanding the various stress, problems ,health issues ,mental stability ,family issues associated with them .The present study was conducted to find the relationship between occupational stress and job satisfaction among nurses.

The sample for the present study consisted of 60 nurses hailing from different hospitals in Thrissur .The sample consisted of both genders and their age ranged from 24-50 years. Occupational stress scale, job satisfaction scale and personal data sheet were used to collect data required for the study .The data were analysed using t-test and Pearson correlation coefficient.

### Tenability of the hypothesis

<b>HYPOTHESIS</b>	<b>TENABILITY</b>
There is no significant difference in occupational stress among government nurses and private nurses.	ACCEPTED
There is no significant difference in job satisfaction among government nurses and private nurse.	REJECTED
There is no significant relationship between occupational stress and job satisfaction.	REJECTED

### Implications of the study

Hospital nurses play a major role in our society .Its is necessary to stay healthy .Only a healthy body can actively perform their daily tasks .Nurses nurture a compassionate environment by providing physical support. They are the one who take care each and every patient with out any judgements .Regardless of gender, race, caste they treat and cure their patients .So it is necessary to make sure that they are mentally stable with their job. This study promotes to identify the stress level among nurses .And also to identify the satisfaction level among them. Thus, the present study helps to bring awareness about the nurses and further improvements can be done to maintain their stress level.

### Limitations of the study

There are several limitations for this study:

- The samples were taken only from the hospitals from Thrissur district in Kerala. And therefore a generalization cannot be done.
- As the data was collected through Google Forms, there may be a chance for faking of responses.
- The respondents may not have understood the questions properly.
- The number of questions in the questionnaire was high.
- Lack of interest from the respondents.

### Scope for further research

- The sample size can be increased in further researches and the sample collection should not be limited to one place.
- There were only two variables used in the study, thus other appropriate variables can also be incorporated.
- The study can be conducted in other populations.
- The study can be administered directly to the sample rather than through Google forms for more valid answers.



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## **APPENDICES**

## OCCUPATIONAL STRESS QUESTIONNAIRE

This questionnaire is meant for a psychological investigation. The questionnaire consists of some statements that employees say or feel about various components and conditions of their job. You are required to select any one of the following 'five responses' as given in the below example, to indicate the extent to which you agree or disagree with each statement to describe the nature and conditions of your job and also your own experiences and feelings about your job.

Give your responses frankly and truthfully. Your responses will be kept strictly confidential.

KINDLY ANSWER ALL THE QUESTIONS

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
1 Normally I need to work more than 10 hours daily to complete my responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 The available information relating to my job/role and its outcomes are vague and insufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 My different officers often give contradictory instructions regarding my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 4 Office politics play a critical role while making adjustments to group pressures as against formal rules and instructions
- 5 The responsibility for the efficiency and productivity of many employees is upon me.
- 6 Most of my suggestions are heeded and implemented here.
- 7 My decisions and instructions concerning allocation of assignments for employees are properly followed.
- 8 I have to work with persons whom I like.
- 9 My assignments are of monotonous in nature.
- 10 Higher authorities do care for my self-respect.
- 11 I get less salary in comparison to the quantum of my labour / work.
- 12 I am always under stress at work

- 13 In spite of excessive work load, I have to manage with insufficient number of employees and resources.
- 14 The objectives of my work/role are quite clear and adequately planned.
- 15 Higher officials do not interfere with my work and working methods until and unless I fail to deliver.
- 16 Some parts of my work are not pleasant.
- 17 I am responsible for the career growth and development of my team members
- 18 My cooperation is frequently sought in solving the issues and concerns at higher level.
- 19 My suggestions regarding the training programmes of the employees are given due significance.
- 20 Some of my colleagues and subordinates try to defame and malign me as unsuccessful.
- 21 I get ample opportunity to utilise my abilities and experience independently.

- 22 This job has enhanced my social status.
- 23 I am seldom rewarded for my hard labour and efficient performance.
- 24 Some of my assignments are quite risky and complicated.
- 25 I have to dispose off my work hurriedly owing to excessive work load.
- 26 I am unable to perform my duties smoothly owing to uncertainty and ambiguity of the scope of my jurisdiction and authorities.
- 27 I am not provided with clear instructions and sufficient facilities regarding the new assignments entrusted to me.
- 28 In order to maintain group conformity, sometimes I have to work more than usual.
- 29 I am directly responsible for the progress and prosperity of this organisation.
- 30 My opinions are sought in framing important policies of the Organisation Department.

- 31 Our interests and opinions are duly considered in making appointments for important posts.
- 32 My colleagues do cooperate with me voluntarily in solving administrative and industrial problems.
- 33 I get ample opportunity to develop my aptitude and proficiency properly.
- 34 My higher authorities do not give due significance to my position and work.
- 35 I often feel that this job has made my life cumbersome.
- 36 Being too busy with official work, I am not able to devote sufficient time to my domestic and personal problems.
- 37 It is not clear that what type of work and behaviour my higher authorities and colleagues expect from me.
- 38 Employees attach due importance to the official instructions and formal working procedures of the organization.



- 39 I am compelled to violate the formal and administrative procedures and policies owing to group/political pressures.
- 40 My opinion is sought in changing or modifying the working system, instruments and conditions.
- 41 There exists sufficient mutual cooperation and team-spirit among the employees of this Organization/Department.
- 42 My suggestions and cooperation are not sought in solving even those problems for which I am quite competent.
- 43 Working conditions are satisfactory here from the point of view of our welfare and convenience.
- 44 Have you ever needed medical (physical/psychological) help because of your work?

45 It becomes difficult to  
implement all of a  
sudden, the new dealing  
procedures and policies in  
place of those already in  
practice.

46 I am unable to carry out  
my assignments to my  
satisfaction on account  
of excessive load of  
work and lack of time.

47 Do you find it difficult to  
go to sleep at nights?

## JOB SATISFACTION QUESTIONNAIRE

This questionnaire is meant for a psychological investigation. The questionnaire consists of some statements that employees say or feel about various components and conditions of their job. You are required to select any one of the following 'five responses' as given in the below example, to indicate the extent to which you agree or disagree with each statement to describe the nature and conditions of your job and also your own experiences and feelings about your job.

PLEASE CIRCLE THE ONE NUMBER FOR EACH QUESTION THAT COMES CLOSEST TO REFLECTING YOUR OPINION ABOUT IT.

	<b>Disagree</b>	<b>Disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Agree</b>	<b>Agree</b>
	<b>Very</b>	<b>Moderately</b>	<b>Slightly</b>	<b>Slightly</b>	<b>Moderately</b>	<b>Very</b>
	<b>Much</b>	<b>Moderately</b>	<b>Slightly</b>	<b>Slightly</b>	<b>Moderately</b>	<b>Much</b>
1 I feel I am being paid a fair amount for the work I do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 There is really too little chance for promotion on my job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 My supervisor is quite competent in doing his/her job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	



- 11 Those who do well on the job stand a fair chance of being promoted.
- 12 My supervisor is unfair to me.
- 13 The benefits we receive are as good as most other organisations offer.
- 14 I do not feel that the work I do is appreciated.
- 15 My efforts to do a good job are seldom blocked by red tape.
- 16 I find I have to work harder at my job because of the incompetence of people I work with.





33 I am        
satisfied  
with my  
chances  
for  
promotion

34 There is too        
much  
bickering  
and fighting  
at work.

35 My job is  
enjoyable.

36 Work        
assignments  
aren't fully  
explained.