



A STUDY ON STRESS MANAGEMENT OF NURSES AT THE WORKPLACE IN HOSPITALS AT BANGALORE, INDIA.

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Abstract

Purpose: *This article's major goal is to identify stressors, modifiers, and stress outcomes (such as measures of stress, burnout, and work satisfaction) for mental health nurses because these have clear consequences for stress management strategies. Nursing is currently one of the professions that people view as stressful.*

Design/ Methodology/Approach: *The article draws on evidence from one independent research project: a survey of 100 nurses from all the departments in the hospital, which involved a face-to-face interview in the form of a questionnaire given to them in a large city like Bangalore, and observation of 150 plus nurses that were also included in this.*

Findings: *The main findings of this article research are that how an individual as a nurse finds a balance between their personal and professional lives, mainly when it comes to stress, and also what are the measures and techniques that they have taken to overcome stress and other factors like work satisfaction, peer pressure, the degree of mutual dependency of nurses within teams, and the nature of patient care.*

Research limitation / Implication: *This research article has been designed only for the nursing assistant profession in the Bangalore community for a particular hospital through offline mode and also for some of the advisory nurses through online mode by interview and observation method.*

Originality/Value: *This is the first study of work-life balance among nursing assistants. The research enabled the nurses to manage their work-life balance while paradoxically offering less autonomy in their task environment.*

Key Words: *Word Life balance, Stress outcome, Nursing professionals, Work satisfaction.*

Introduction

An emotionally or physically tense state is referred to as stress. It can be triggered by any situation or notion that makes you feel irritated, angry, or anxious. Stress is the physical reaction your body has to a demand or task. When it keeps you safe or enables you to accomplish a deadline, stress can occasionally be helpful. Hans Selye, one of the pioneers of stress study, took the term "stress" from the physics community. Stress is the term used in physics to describe the force that causes a physical body to expand (i.e., bending a piece of metal until it snaps occurs because of the force, or stress, exerted on it). In the 1920s, Hans Selye created the word "stress" after completing his medical studies at the University of Montreal. He noted that all of his hospitalised patients had this one characteristic in common. no matter how sick they may be. Everyone among them appeared to be ill. They were all physically taxed, he thought. According to his theory, stress is an all-encompassing load placed on the body as a result of deviations from normal physical processes. As a result of this stress, stress hormones were released. He came up with the term "general adaptation syndrome" after studying general adaptation syndrome and our bodies' short- and long-term reactions to stress. Stress is the "health epidemic of the 21st century,"

and it can cost American businesses up to \$300 billion annually, according to the World Health Organisation. Both mental and physical health can be negatively impacted by stress. In a recent survey conducted in the USA, more than 50% of respondents claimed that stress reduced their ability to be productive at work. Between 1983 and 2009, stress levels increased across all American demographic groups by 10% to 30%. Aristotle and Hippocrates recognised the harmful effects of stress among the Ancients. But Claude Bernard was the one who first formally described how the cells and tissues of multicellular organisms can withstand stress with grace. In 1859, while working in Paris, Bernard, one of the greatest physiologists in history, made the first suggestion that an organism's internal medium is more than just a means of supplying nutrients to cells. In contrast, "the fixity of the interior milieu" is "the condition of free and autonomous living." The internal medium of cells acts as a buffer for variations in acid-base, gaseous (O₂ and CO₂), and ion concentrations, as well as other biochemical modalities, minimising oscillations around physiologically determined setpoints and preserving a steady state. The term "homeostasis" was coined 50 years later by Harvard employee Walter Bradford Cannon. Both stasis, which implies position, and homoios, which means "balance," are derived from the same root. After Cannon's book "Wisdom of the Body" was published in 1932, the theory of homeostasis gained popularity. When describing an animal's response to danger, Cannon coined the phrase "fight-or-flight." According to the fight-or-flight theory, when an animal senses a threat, its sympathetic nervous system is typically released, preparing it for either fighting or fleeing. This concept is also referred to as the acute stress response. A common stress response in vertebrates and other organisms, according to Hans Selye's initial hypothesis, is the general adaptation syndrome (GAS), which was later recognised as the first phase of this reaction.

Selye stressed numerous times that it was best to continue using "stress" as a blanket term to describe any demand. Since stress can occur during or as a reaction to anaesthesia in humans, animals, plants, and bacteria that lack nervous systems, Selye contended that anxiety or nervous tension are not the same as stress. Below, this idea is further developed in relation to stress-induced heat shock proteins, which are essential for cytoprotection in all three phylogenetic domains. Selye's definition of "stress" is recognised in all foreign languages, even those where there was no equivalent word before.

Selye stressed that stress "is not something to be avoided. In fact, it cannot be avoided because just existing requires some amount of energy. A man's heart, lungs, digestive system, nervous system, and other organs must all continue to work while he sleeps. Only after death can complete freedom from stress be anticipated. Selye's ideas have generated a great deal of controversy and debate, especially his assertion that perhaps the easiest way to understand stress is as a general reaction. These points will be discussed in more detail below due to their heuristic value.

Stress is a psychological issue that people primarily between the ages of 15 and 35 deal with on a daily basis. Stress is a major issue that people in the 21st century deal with because of an unbalanced lifestyle and a poor diet. Stress can have positive and negative effects on a person's life, particularly on their physical health, which can lead to mental illness, anxiety disorders, asthma, obesity, and other conditions. Our authors conducted research to identify a solution and developed the GAS model, which has three stages: alarm, resistance, and exhaustion. Using this model, we can assess our own stress levels and suggest potential remedies.

Background and Methodology

The first scientific foundation for the study of stress was established by Walter Cannon and Hans Selye using animal experiments. They investigated the physiological reactions of animals to various

environmental stresses, such as heat and cold, prolonged confinement, and surgical procedures, and extrapolated these findings to humans. Later research on human stress by Richard Rahe and colleagues supported the idea that it is caused by specific, quantifiable life stressors that can be ranked according to how much stress they produce (leading to the Holmes and Rahe stress scale). Therefore, it was previously thought that stress was brought on by external insults that were out of a person's control. But more recently, it has been argued that stress results from a person's beliefs, abilities, and understanding rather than from an external factor. The terms stress and stress management refer to two different concepts. Everyone will experience stress as a psychological factor in daily life. However, stress management is essential to overcoming stress in both one's personal and professional lives. where Walter Cannon and Hans Selye conducted additional pilot studies in scientific management to ascertain how stress can be controlled and overcome in personal. It is common practise to take small steps, such as deep breathing, adhering to a healthy eating regimen, relaxing the muscles, and many other things, to reduce stress in both personal and professional settings. Scientific research has also shown that overcoming stress can improve our quality of life, not just in terms of mental health but also in terms of physical health by strengthening our immune systems.

The health care industry, one of the fastest-growing sectors over the past ten years, provides diagnosis, treatment, and prevention of disease, illness, injury, and other physical and mental impairments in people. Medical, chiropractic, dental, nursing, pharmacy, allied health, and other caregivers are among the professions that provide healthcare. The Indian government has implemented numerous policies and programmes to enhance the quality of healthcare, particularly during COVID. Medical tourism and R&D opportunities are both abundant in Both urban and rural India offer abundant opportunities for investing in healthcare.

Stress is a main factor that every individual faces when it comes to balancing both their personal and professional lives. Especially nurses face stress in their work lives because of standing for long hours, dealing with different kinds of patients, and much more, not only in India but throughout the world. Many studies have been conducted in order to resolve these issues and give equal weight to their knowledge and technological advances.

The following are some of the solutions and discoveries:

1. They have identified 12 factors that are considered when changing one's personal life. They are as follows: transparent communication, use of resource ability, lack of skills and training, change in reward system, recent trends in health care system, taking into account top management decisions, state of affairs, making clarity of organizational mission and goal, interdependence of dependence, technological advancement, and many more.
2. They have found some of the clinical risk factors, such as mental illness, workplace suicide, significant human cost, employee productivity, and so on.
3. Possibility, competition, task, among others, and imposition are the four main work place promotion processes.
4. The cognitive behavior of the nurses is patient-centered, so the study has established that patient activation, employment, involvement, engagement, and co-operation also matter in the reduction of stress in an individual.

In addition to the stress experienced at work, a person's degree of stress is influenced by a number of elements, including social skills, self-awareness, self-regulation, motivation, and empathy. To reduce

stress in an individual, both internal and external factors compete most, because if the environment moves in the right direction, the mental and physical health will also match.

Theoretical Background of the Study

Stress is a common occurrence that can be classified as either a response to or a stimulus. Numerous factors, including biological, chemical, microbial, psychological, developmental, sociocultural, and environmental ones, have been identified as sources of stress over time and with the advancement of science. The purpose of this study is to present essential concepts and significant theoretical frameworks related to stress, its impact on the individual, coping mechanisms, and nursing ways to manage it. The three main theoretical perspectives on stress involve viewing it in different ways, as a stimulus, a reaction, or a transaction. After recognising a patient's needs and reactions, nurses should choose the interventions that will be most beneficial to them. Anxiety reduction, anger control, sleep, relaxation techniques, a good diet, regular exercise, and the psychological perspective—which takes into account both personal and professional life in nurses' lives, particularly those of women—are the most crucial interventions for reducing stress. As a result, this research aids in the provision of solutions.

Research Methodology

Sources of data can be classified into two groups:

Primary data collection:A primary data collection technique is a way to gather information from a questionnaire.

Secondary data collections:Secondary data has been gathered from a variety of sources, including academic articles, books, newspapers, magazines, a publication from the ministry of commerce, different RBI bulletins, and reputable business websites.

Sampling Design

Sampling:Sampling is the method used to pick out specific observations from a large population in advance of conducting the study. Additionally, it is crucial to the research project.

Sample size:Sample size refers to several elements selected from the population to form samples. 100 samples were selected as samples for the study.

Sampling technique:The census sampling technique was used for the collection of data.

Research design:The study was carried out using a descriptive research design. Through the use of a structured questionnaire, the data was gathered.

Summary of the Hypothesis

PARTICULARS		Personal and family	Work Place	Work related	Training and development
AGE	HO	Positive	Positive	Positive	Negative
	HI	Negative	Negative	Negative	Positive
YEAR OF EXPERIENCE	HO	Negative	Negative	Positive	Negative
	HI	Positive	Positive	Negative	Positive

Hypothesis:

Age

HO: There is no significant relationship difference between the mean of age and the mean of personal and family, work place, work culture, and training and development.

H1: There is a significant relationship difference between the mean of age and the means of personal and family, work place, work culture, and training and development.

Analysis:We can state that because a person's relationships with his or her family and friends are the most significant components of their lives and must be maintained in order to lead happy lives, we can see the positive impact on those relationships from the analysis of that data when taking age into consideration. There is a positive impact on the workplace and events related to work, but the analysis also revealed some negative effects because, as people get older, their experiences and feelings of belonging grow along with them, as do their responsibilities, making it occasionally difficult for them to focus. No matter their age, all people need training and development when it comes to improving their personal and professional lives. Particularly in the healthcare industry, where new innovations and technologies will be used to improve patient care and find cures for their illnesses.

Year of Experience

HO: There is no significant relationship difference between the mean of the year of experience and the mean of personal and family, work place, work culture, and training and development.

H1: There is a significant relationship difference between the mean of the year of experience and the mean of personal and family, work place, work culture, and training and development.

Analysis:We can see the positive effect on their personal and family lives from the analysis of that data when taking the year of experience into account, as these are the two main aspects of every individual's life that must be maintained to lead a happy life. There is a positive impact on the workplace and events related to work, but the analysis also revealed some negative effects because, as people get older, their experiences and feelings of belonging grow along with them, as do their responsibilities, making it occasionally difficult for them to focus. No matter their age, all people need training and development when it comes to improving their personal and professional lives. Particularly in the healthcare industry, where new innovations and technologies will be used to improve patient care and find cures for their illnesses.

Gender

HO: There is no significant difference between the mean of gender and the mean of personal and family, work place, work culture, and training and development.

H1: There is a significant difference between the mean of gender and the mean of personal and family, work place, work culture, and training and development.

Analysis:

There is a positive significant opinion in the organization when it comes to gender preferences.

Marital Status

HO: There is no significant difference between the mean of marital status and the mean of personal and family, work place, work culture, and training and development.

H1: There is a significant difference between the mean of marital status and the mean of personal and family, work place, work culture, and training and development.



Analysis: There is a positive significant opinion in the organization when it comes to Marital status.

Overveiw

Because people of all ages will have their own problems but also manage their lives in a way that has an impact on a better work-life balance with the reduction of stress, and even if they experience stress, they can manage it, the aforementioned observations lead us to believe that there is a favourable impact on personal and family, the work environment, and work-related matters. Yet, nurses continue to balance their personal and professional lives despite how challenging the healthcare sector is. Years of experience have a negative impact on personal and family relationships, the workplace, and training and development because, particularly in the health care industry, as years of experience increase, so do their responsibilities, making it more likely that people of all ages will experience burnout.

From the above three tests, we can conclude that there is a positive impact of the factors related to personal and family, work place, work-related environment, and training and development with respect to stress management. 50% of the respondents say that they have a work-life balance when it comes to their both personal and professional lives in terms of household duties and giving time to their spouse and children, and they have a positive response when it comes to their career. 95% of the respondents say that they feel confident enough in dealing with all the tasks when it comes to the workplace. Totally, 72.5% of the respondents say that they need training related to stress and coping because sometimes they feel that they are not ready to face some uncertain situations that might happen in the future. Considering their age, experience, and other factors when it comes down to the individual opinions, we can say that there is both a positive and a negative impact on the employees' stress levels in the organization.

Conclusion

According to the study's findings, the majority of nurses experience stress. Additionally, it has been discovered that stress is increased by the difficulty of interpersonal relationships at work and stress related to how the work is organized. The results of the current study make it clear that women and younger age groups are frequently impacted by extreme stress. Therefore, as a company that prioritizes more than just financial success, it also needs to give individual employees the attention they need to feel inspired and motivated to work for the company.

From the above analysis, we can say that there are no major differences when it comes to gender equality and also the years of experience, because the age factor and the years of experience will always be considered in the organization, especially in the health care sector because the nurses face so many problems when it comes to both physical and mental well-being. From the analysis we can make, considering the age factor, we can see the positive impact on their personal and family lives, which are the main parts of every individual's life that have to be maintained to lead a happy life. When it comes to the workplace and work-related events, there is a positive impact, but the analysis also shows some negative effects because, as people age, their experiences and sense of belonging also increase, as do their responsibilities, so sometimes they would not be able to concentrate. When it comes to training and development, irrespective of age, all individuals need training to enhance their personal and professional lives. Especially in the health care sector, there will be new technologies and innovations happening for the betterment of patients and cures in their workplace. Totally, 72.5% of the respondents say that they need training related to stress and coping because sometimes they feel that they are not ready to face some uncertain situations that might happen in the future. From the above study, we can say that there are some strategies that can be adopted in the organization to reduce stress among employees, which

would lead to increases in These are their names primarily because they were able to identify the source of their stress, express their feelings and emotions, and maintain a healthy relationship with their peers. When it comes to individual factors, making an effort to understand the causes of stress in their lives and finding a solution for the same is the main factor in reducing the stress in their lives. When it comes to organizational level, as an individual, they have to find out if they have any problems related to their work or other factors, like problems with doctors or peers. Once they have a clear idea, they can overcome their stress easily. As an organization, they must ensure that they do not have rigid policies, that work hours are reduced, and that they have good pay in terms of experience and work. As an organization, they must provide their employees with a comfortable working environment that includes all amenities so that stress does not become a factor. As an organization or individual, they must receive proper training in all aspects of their growth so that they do not fall behind in their skills and are always up to date.

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