A STUDY ON CAUSES OF STRESS AMONG DOCTORS WITH SPECIAL REFERENCE PRIVATE AND PUBLIC HOSPITALS IN COIMBATORE CITY

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Abstract
The Industrial Revolution is the most important event in the history of humanity since the domestication of animals and plants. It began in Britain, then subsequently spread throughout Western Europe, North America, Japan, and eventually the world. Stress is an imprecise term. It is usually defined in terms of the internal and external conditions that create stressful situations, and the symptoms that people experience when they are under stress. Work stress is a real phenomenon and it is associated with job satisfaction level of a worker in any place. In the case of doctors in hospitals there are many factors leading the employees in stressful situations.objectives of the study, To analyse the causes of stress among the doctors in Coimbatore City.Methodology of the study,Descriptive research design has been used in this study. Primary as well as secondary data was used in this study. Primary Data was collected from doctors. Primary data was collected through interview schedule. Secondary data has been collected from journals, magazines, websites, etc., simple random sampling has been used in this study. One-way ANOVA was applied to find whether significant difference exists between Low, Medium and High groups of Overall purchase decision score with respect to various factors namely Stress, Irritation, Physical and mental strain, Anxiety, Panic Syndrome, Depression,High blood pressure, lack of motivation, Anguish, Feeling of impotence and Mental strain. Suggested this study, Employer should organize regular check up and those found suffering from very high stress should be subjected to stress management process. Conclude this study, The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well being of the employees.

Keywords: Psychic Aggression, Physical and Mental Strain, Anxiety Etc.,

Introduction
The Industrial Revolution is the most important event in the history of humanity since the domestication of animals and plants. It began in Britain, subsequently spread throughout Western Europe, North America, Japan, and eventually the world. The Industrial Revolution took place during and the 18th and 19th centuries where major changes in agriculture, manufacturing, mining, transportation, and technology had a profound effect on the social, economic and cultural conditions of the times. It started with the mechanization of the textile industries, the development of iron-making techniques and the increased use of refined coal (McNeil, 1982)[1]. Trade expansion was enabled by the introduction of canals, improved roads and railways.
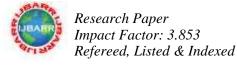
Definition of Stress
Stress is an imprecise term. It is usually defined in terms of the internal and external conditions that create stressful situations, and the symptoms that people experience when they are under stress. According to McGrath (1976)[14] stress is correlated with a person's fear of failure. Stress is the "wear and tear" of our bodies' experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. Arnold and Feldman (1986)[15] define stress as "the reactions of individuals to new or threatening factors in their work environment." Williams and Huber (1986)[16] define stress as "a psychological and physical reaction to prolonged internal and/or environmental conditions in which and individual's adaptive capabilities are overextended." In Gestalt Therapy Verbatim, Perls (1969)[17] proposes a more general definition, where stress is a manifestation of thinking about the future. Anxiety is created by focusing attention away from the "here and now". It is created by expectations of the future-the tension between the now and the later. French *et al*. (1985)[18] also emphasized the idea that stress itself is not necessarily bad. "The term stress can be considered neutral with the words *distress* and *eustress* used for designating bad and good effects." They propose a model that defines an optimum range of stress in terms of its effect on performance. Stress levels that exceed an optimum level result in decreased performance and eventual burnout. Stress levels below a minimum level result in decreased performance and "rust-out". Friedman and Rosenman (1974)[19] defined stress as "something which is not naturally occurring but is a manufactured concept which has now become a social fact".

Causes of Stress
Stress is an internal state of mind, which can be caused by environmental and social situations, so it is necessary for the organization to identify stress level of employees, in order to rectify it for the betterment of both the employee and employer. French *et al*. (1985)[18] believe that any situation that requires a behavioral adjustment is a source of stress. However, a

situation that is stressful for one person might not be stressful for another. Anything which causes stress can be called as a stressor Lawless (1991)[9] identified the five most common causes of worker stress:

1. Too much rigidity in how to do a job,
2. Substantial cuts in employee benefits,
3. A merger, acquisition, or change of ownership,
4. Requiring frequent overtime, and
5. Reducing the size of the work force

Statement of the Problem

Work stress is a real phenomenon and it is associated with job satisfaction level of a worker in any place. In the case of doctors in hospitals there are many factors leading the employees in stressful situations. Some important factors associated with organizational stress among the employees are their over work load, poor working condition, role conflict, role ambiguity, relationship between managers and employees, society and family members, lack of experience in dealing with the Human Resource procedures, lack of sense of belonging among the employees. Other than this, the employees find lack of availability and associability in department, lack of objectivity, multiple roles, lack of office space and time.

From this point of view one can find that the doctors in hospital face lot of stress in the corporate organizations. All these factors affect their physical, mental and social circumstances. It makes an employee's ineffective and inefficient in their functional roles. This made the researcher to select for the study "A Study on causes of Stress among doctors with special reference private and public hospitals in Coimbatore City". Through this research the researcher intended to highlight the work stress faced by the doctors

Objectives of the Study
- To analyse the causes of stress among the doctors in Coimbatore City.
- To offer suggestions to mitigate the stress problems faced by the doctors in Coimbatore City

Hypothesis of the Study
There is no significant relationship between overall opinion of psychic aggression and behavioural symptoms of stress among the doctors

Methodology of the Study
Descriptive research design has beeb used in this study. Primary as well as secondary data was used in this study. Primary Data has collected from doctors. Primary data was collected through interview schedule. Secondary data has collected from journals, magazines, websites, etc., simple random sampling has been used in this study. Doctors are respondents in this study. Data was collected from 200 respondents. Following varibles taken for the study causes of stress : Dependent variable: Overall opinion of psychic aggression total scores . Independent varables (1) Stress 2)Irritation 3) physical and mental strain 4) anxiety 5) Pani Syndrome 6) Depression 7) High blood pressure 8) Lack of motivation 9) Anguish 10) Feeling of impotence and 11) Mental strain. . *Four months has been used for this study. ANOVA used in this study.*

Analysis and Interpretration

Causes Of Stress for Doctors in Coimbatore City.

FACTORS	N	Minimum	Maximum	Sum	Mean	Std. Deviation
Stress	200	1.00	5.00	635	3.18	1.38
Irritation	200	1.00	5.00	617	3.09	1.42
Physical and mental strain	200	1.00	5.00	586	2.93	1.46
Anxiety	200	1.00	5.00	588	2.94	1.35
Panic Syndrome	200	1.00	5.00	617	3.09	1.34
Lack of motivation	200	1.00	5.00	596	2.98	1.35

High blood pressure	200	1.00	5.00	592	2.96	1.42
Lack of motivation	200	1.00	5.00	643	3.22	1.38
Anguish	200	1.00	5.00	602	3.01	1.50
Feeling of impotence	200	1.00	5.00	596	2.98	1.41
Mental strain	200	1.00	5.00	609	3.05	1.42

Source : Primary Data.

The respondents were asked to indicate their opinion in the five point scale for the causes of stress of doctors arranged as Strongly Agree, Agree, Neither Agree nor Disagree, Disagree and Strongly Disagree. The ratings for each item were assigned as Strongly Agree,-5 Agree-4, Neither Agree nor Disagree-3, Disagree-2 and Strongly Disagree-1. The higher the rating on a particular item indicates that the respondent is more in agreement on that particular item. The descriptive statistics mean, S.D, minimum and maximum were found out for each item and are tabulated in the table given above. It is seen from the above table that all the items were having ratings ranging from a minimum of 1 to maximum of 5. The average rating for all the items varied between 3 and 4. However, the item, 'Lack of motivation is found to be the most influencing item on stress made by the respondent with the highest mean rating of 3.21. This shows that the respondents agree on this item, followed by the item 'Good Ambience' with a mean rating of 3.17. The next highest mean value is found for the item 'stress (4.058) followed by 'irritation and 'mental strain with mean ratings of 3.08 and 3.04 respectively. All the other items had mean rating between 3 and 4 showing that the ratings for most of the items on average fall between 'neither agree and nor disagree' and 'agree'. The standard deviations of most of the items centered around one indicating that the variation in the responses varied between a min of 3 and maximum of 5 for most of the respondents.

Causes of stress for Doctors In Coimbatore City.
The respondents were asked to indicate their opinion in the five point scale for the causes for stress, arranged as Strongly Agree, Agree, Neither Agree nor Disagree, Disagree and Strongly Disagree. The ratings for each item were assigned as Strongly Agree,-5 Agree-4, Neither Agree nor Disagree-3, Disagree-2 and Strongly Disagree-1. The higher the rating on a particular item indicates that the respondent is more in agreement on that particular item. The descriptive statistics mean, S.D, minimum and maximum were found out for each item and are tabulated in the table given above. It is seen from the above table that all the items were having ratings ranging from a minimum of 1 to maximum of 5. The average rating for all the items varied between 3 and 4. However, the item, 'Lack of motivation is found to be the most influencing item on stress made by the respondents with the highest mean rating of 3.21. This shows that the respondents agree on this item, followed by the item 'stress with a mean rating of 3.17. All the other items had mean rating between 3 and 4 showing that the ratings for most of the items on average fall between 'neither agree and nor disagree' and 'agree'. The standard deviations of most of the items centered around one indicating that the variation in the responses varied between a min of 3 and maximum of 5 for most of the respondents.

Table 4.29,Causes of Stressfor Doctors in Coimbatore City.
Descriptive Statistics

	N	Minimum	Maximum	Mean	S.D
Overall opinion for causes of stress (psychic aggression)	200	22.00	44	33.40	4.12

(Based on the above table L, M, H are arrived)

The above table shows that the causes of stress scores of respondents vary from a minimum of 22 to a maximum of 44. It is intended to group the respondents into 3 major type's namely low, medium and high level of stress for work environment of doctors. For this purpose Mean and S.D are calculated. The respondents who have obtained scores of Mean – 0.5 S.D were classified into low level of stress and the respondents who score more than Mean+0.5 S.D were classified into high level stress The scores of the respondents falling between Mean-0.5 S.D and Mean+0.5S.D are grouped as Medium level of stress. The various factors influencing for work environment compared across the Low, Medium and High overall opinion stress of doctors and the results are discussed below.

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Anova- Dependent Variable-Casues of Stress for Doctors

SL.NO.	VARIABLE		N	Mean	Std. Deviation	F-VALUE	P-VALUE	S/NS
1	STRESS	LOW	59	2.66	1.30	7.994	.000	S
		MEDIUM	81	3.21	1.35			
		HIGH	60	3.63	1.31			
		Total	200	3.18	1.37			
2	IRRITATION	LOW	59	2.61	1.45	5.165	.007	S
		MEDIUM	81	3.21	1.33			
		HIGH	60	3.38	1.39			
		Total	200	3.09	1.41			
3	PHYSICAL AND MENTAL STRAIN	LOW	59	2.47	1.33	5.023	.007	S
		MEDIUM	81	2.99	1.47			
		HIGH	60	3.30	1.48			
		Total	200	2.93	1.46			
4	ANXIETY	LOW	59	2.51	1.29	5.050	.007	S
		MEDIUM	81	3.01	1.37			
		HIGH	60	3.27	1.30			
		Total	200	2.94	1.35			
5	PANIC SYNDROME	LOW	59	2.76	1.26	10.445	.000	S
		MEDIUM	81	2.85	1.45			
		HIGH	60	3.72	1.04			
		Total	200	3.09	1.34			
6	LACK OF MOTIVATION	LOW	59	2.47	1.26	9.275	.000	S
		MEDIUM	81	2.96	1.36			
		HIGH	60	3.50	1.26			
		Total	200	2.98	1.35			
7	HIGH BLODD PRESSURE	LOW	59	2.63	1.41	6.053	.003	S
		MEDIUM	81	2.83	1.39			
		HIGH	60	3.47	1.37			
		Total	200	2.96	1.42			

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8	LACK OF MOTIVATION	LOW	59	2.68	1.40	7.226	.001	S
		MEDIUM	81	3.35	1.34			
		HIGH	60	3.57	1.27			
		Total	200	3.22	1.38			
9	ANGUISH	LOW	59	2.56	1.48	4.569	.011	S
		MEDIUM	81	3.07	1.42			
		HIGH	60	3.37	1.55			
		Total	200	3.01	1.50			
10	FEELING IMPOTENCE	LOW	59	2.61	1.41	4.225	.016	S
		MEDIUM	81	2.98	1.40			
		HIGH	60	3.35	1.35			
		Total	200	2.98	1.41			
11	MENTAL STRAIN	LOW	59	2.49	1.22	8.046	.000	
		MEDIUM	81	3.12	1.40			
		HIGH	60	3.48	1.46			
		Total	200	3.05	1.42			S

Source: Primary Data.

Among the respondents the group belonging to high overall causes for *stress* constitutes the highest mean of 3.63 and the low group of overall causes for stress have scored lowest mean of 2.66 on *stress*. This shows that respondents with high overall causes for *stress* scores have higher attitude towards stress also. In order to find whether the stress differs according to low, medium and high groups of overall causes for stress of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *irritation* constitutes the highest mean of 3.38 and the low group of overall causes for *irritation* have scored lowest mean of 2.61 on *irritation* This shows that respondents with high overall causes for *irritation* scores have higher attitude towards stress also. In order to find whether the *irritation* differs according to low, medium and high groups of overall causes for *irritation* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Physical and mental strain* constitutes the highest mean of 3.38 and the low group of overall causes for *Physical and mental strain* have scored lowest mean of 2.61 on *Physical and mental strain* This shows that respondents with high overall causes for *Physical and mental strain* scores have higher attitude towards *Physical and mental strain* also. In order to find whether the stress differs according to low, medium and high groups of overall causes for *Physical and mental strain* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Anxiety* constitutes the highest mean of 3.27and the low group of overall causes for *Anxiety* have scored lowest mean of 2.51 on *Physical and mental strain* This shows that respondents with high overall causes for *Anxiety* scores have higher attitude towards *Anxiety* also. In order to find whether the stress differs according to low, medium and high groups of overall causes for *Anxiety* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Anxiety* constitutes the highest mean of 3.27and the low group of overall causes for *Anxiety* have scored lowest mean of 2.51 on *Physical and mental strain* This shows that respondents with high overall causes for *Anxiety* scores have higher attitude towards *Anxiety* also. In order to find whether the stress differs according to low, medium and high groups of overall causes for *Anxiety* of doctors the following hypothesis was framed and tested.Among the respondents the group belonging to high overall causes for panic syndrome constitutes the highest mean of 3.72 and the low group of overall causes for panic syndrome have scored lowest

mean of 2.76 on panic syndrome This shows that respondents with high overall causes for panic syndrome scores have higher attitude towards panic syndrome also. In order to find whether the panic syndrome differs according to low, medium and high groups of overall causes for panic syndrome of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Lack of motivation* constitutes the highest mean of 3.72 and the low group of overall causes for *Lack of motivation* have scored lowest mean of 2.76 on *Lack of motivation* This shows that respondents with high overall causes for *Lack of motivation* scores have higher attitude towards *Lack of motivation* also. In order to find whether the *Lack of motivation* differs according to low, medium and high groups of overall causes for *Lack of motivation* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Lack of motivation* constitutes the highest mean of 3.47 and the low group of overall causes for *Lack of motivation* have scored lowest mean of 2.63 on *Lack of motivation* This shows that respondents with high overall causes for *Lack of motivation* scores have higher attitude towards *Lack of motivation* also. In order to find whether the *Lack of motivation* differs according to low, medium and high groups of overall causes for *Lack of motivation* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Lack of motivation* constitutes the highest mean of 3.57 and the low group of overall causes for *Lack of motivation* have scored lowest mean of 2.68 on *Lack of motivation* This shows that respondents with high overall causes for *Lack of motivation* scores have higher attitude towards *Lack of motivation* also. In order to find whether the *Lack of motivation* differs according to low, medium and high groups of overall causes for *Lack of motivation* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Auguish* constitutes the highest mean of 3.37 and the low group of overall causes for *Auguish* have scored lowest mean of 2.56 on *Auguish* This shows that respondents with high overall causes for *Auguish* scores have higher attitude towards *Auguish* also. In order to find whether the *Auguish* differs according to low, medium and high groups of overall causes for *Auguish* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Feeling of impotence* constitutes the highest mean of 3.37 and the low group of overall causes for *Feeling of impotence* have scored lowest mean of 2.56 on *Feeling of impotence*. This shows that respondents with high overall causes for *Feeling of impotence* scores have higher attitude towards *Feeling of impotence* also. In order to find whether the *Feeling of impotence* differs according to low, medium and high groups of overall causes for *Feeling of impotence* of doctors the following hypothesis was framed and tested. Among the respondents the group belonging to high overall causes for *Mental strain* constitutes the highest mean of 3.37 and the low group of overall causes for *Mental strain* have scored lowest mean of 2.56 on *Mental strain*. This shows that respondents with high overall causes for *Mental strain* scores have higher attitude towards *Mental strain* also. In order to find whether the *Mental strain* differs according to low, medium and high groups of overall causes for *Mental strain* of doctors the following hypothesis was framed and tested.

One-way ANOVA was applied to find whether significant difference exists between Low, Medium and High groups of Overall purchase decision score with respect to various factors namely Stress, Irritation, Physical and mental strain, Anxiety, Panic Syndrome, Depression,High blood pressure, lack of motivation, Anguish, Felling of impotence and Mental strain. All the F-test value is greater than the table value at 1% level of significance. Since the calculated **P** value is less than the 0.05, it inferred that there is significant difference among the Low, Medium and High groups of overall causes for stress with respect to various factors namely Stress, Irritation, Physical and mental strain, Anxiety, Panic Syndrome, Depression,High blood pressure, lack of motivation, Anguish, Felling of impotence and Mental strain. Hence the null hypothesis is rejected and alternative hypothesis is accepted.

Limitations of the Study
Following are the limitations, which made constraints while conducting this study. Firstly, the samples are drawn from a particular area. The results are reliable to that place only. Secondly, the results of the analysis made in the study depend fully on the information given by the respondents. Thirdly, the study has been confined to Coimbatore city only and lastly, for convenience and want of time only 200 respondents are taken for the study.

Suggestion of the Study
Stress does not have to be a part of life. Success stress management is all about learning how and when to take control. For a few employees, taking work to home is inevitable; due to this their personal boundary will start to erode. Survey held at Western countries shows that the workers feel that it is the responsibility of the management to alleviate their stress. Considering all these aspects the following recommendations are made mostly to the employer for reducing the stress level of employees.

1. Employer should organize regular check up and those found suffering from very high stress should be subjected to stress management process.

2. Cut back excessive hours, which directly affect the employee's physical fitness.
3. Implement attractive system of reward and recognition of good work.
4. Cultivate a sense of humour; create 'Humour Club'. Give chance for the doctors to attend it at least once in a week,
5. Play music in areas of hospitals where only doctors is involved. It will relax them to a greater extent,

Conclusion

The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well being of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of stressors that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level. The Investigator expects to draw attention from policy makers and men of eminence in the related fields to resume further research.

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