



## **A STUDY TO ASSESS THE LEVEL OF OCCUPATIONAL STRESS AND JOB SATISFACTION OF STAFF NURSES WORKING IN A SELECTED PSYCHIATRIC HOSPITAL**

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### **Abstract**

The health care industries have experienced profound changes during the past several decades. Nursing as a health care profession and a major component of the health care delivery system is significantly affected by shifts in the healthcare industry, especially in psychiatric nursing practice. The psychiatric nurse has to look after all other aspects of health care. Thus, they undergo tremendous stress in their occupational life as well as their personal life. The current study was aimed to assess the level of occupational stress and Job satisfaction among staff nurses working in psychiatric hospitals. Formal Ethics committee approval was taken and permission was obtained from selected psychiatric hospitals. 50 staff nurses were selected through non probability purposive sampling technique. Stress assessment scale & Job satisfaction scale was used to get the responses from the respondents. The data collection tool was validated by nursing experts and reliability of the tool was obtained. 78% of the nurses were in mild stress and 56% of the nurses were satisfied with their job. The identified stress needs to be explored more and relevant stress buster's activities needs to be implemented time to time to keep the staff nurses mentally healthy to cater the clients.

**Keywords:** Occupational stress, Job Satisfaction, Staff Nurses, Psychiatric Hospitals

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## **1. Introduction**

Nursing or care for the sick has existed since the beginning of civilization. But it did not get proper recognition till the beginning of the 19th century. It emerged as a profession in the late 19th century and by the 20th century it had evolved into a specialty with unique role function.<sup>1</sup> But until the end of the 19th century not many changes had occurred in the role of psychiatric nurses. They had limited training in psychiatry and primarily adopted the principles of medical surgical nursing.<sup>1</sup> As so many somatic therapies were introduced in psychiatric treatment, it opened a path for nurses for the development of psychiatric nursing. The new techniques required trained nurses for the care of patients.<sup>1</sup> Along with the increased demand and progress in the nursing profession, the stress among the nurses has also increased. It is usually observed that the nursing profession undergoes tremendous stress. This is more common in staff nurses working in specialty areas. This results in stress, affects the work performances of nurses and ultimately affects patient care.<sup>2</sup> Mental health work is itself inherently stressful. It has been documented that work stress leads to emotional exhaustion (feeling of depression, helplessness and entrapment) has been well documented and has the link between work stress and more serious & enduring mental disturbance.<sup>3</sup> All the stressors which are present in the staff lead to dissatisfaction in the working area. Job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If you dislike your job, you will experience job dissatisfaction. Job satisfaction is an individual emotional reaction to the job itself.<sup>4</sup>

### **Need for study**

The health care industries have experienced profound changes during the past several decades. Nursing as a health care profession and a major component of the health care delivery system is significantly affected by shifts in the healthcare industry, especially in psychiatric nursing practice. The psychiatric nurse has to look after all other aspects of health care. Thus, they undergo tremendous stress in their occupational life as well as their personal life.<sup>5</sup> Stress is a part of everyday life for health professionals such as nurses' physicians and hospital administrators. Since their main responsibility focuses on providing help to patients who are encountering crisis in their lives. Nurses from both public and private hospitals typically report a similar pattern of stressful experience.<sup>5</sup> Large scale research suggested level of occupational stress to be higher in National Health Services (U.K) than in other professions. Borrull et al. (1996) surveyed over 11,000 NHS staff found

more than 26% of nurses to be suffering at least minor mental health problem (typically anxiety and depression).<sup>3</sup> Stress in the work place is often referred to as 'Occupational stresses. The basic rationale under pinning the concept is that the work situation has certain demands and those problems in meeting these can lead to illness or psychological distress. 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.<sup>6</sup> There are different causes of stress in the job field like relationship with supervisors, role conflict, home or work conflict, career stress, stress due to resource management and controversial surroundings. Increased workload, under staffing, nurses job insecurity and continuing rapid organizational change have been put forward as a major sources of stress.<sup>6</sup> This study will help the hospital administrator to recognize the stressful factors and realize the importance of job satisfaction. Thus the investigator felt the need to conduct a study on the above purpose like, to find out the causes of occupational stress and the level of job satisfaction among staff nurses who are working in mental health setting.

## **2. Material & Methods**

The current study was aimed to assess the level of occupational stress and Job satisfaction among staff nurses working in psychiatric hospitals. Formal Ethics committee approval was taken and permission was obtained from selected psychiatric hospitals. 50 staff nurses were selected through non probability purposive sampling technique. Stress assessment scale & Job satisfaction scale was used to get the responses from the respondents. The data collection tool was validated by nursing experts and reliability (stress scale ( $r = 0.82$ ) and job satisfaction scale ( $r = 0.94$ )) of the tool was obtained. Stress assessment rating scale the stress rating scale was a five-point scale. The questions were in the statement form. There were five options in the scale like never, occasionally, sometimes, frequently and always having 0, 1, 2, 3, 4 scores respectively. The maximum score of the scale was 228. Question No.1,2, 1.3, 1.4 were negatively formed questions and scored in a reverse way. There were total 57 questions in the scale. The scale was designed to determine the different levels of stress in work environment, work schedule, workload, emergency, and distance from work place, family problems, supervisions and promotional benefits. Job satisfaction scale the job satisfaction scale was also a five point scale having options like strongly agree, agree, neutral, disagree and strongly disagree having scores 0, 1, 2, 3, 4 respectively. All the questions are in statement

form. The maximum score was 152. The questions were designed to assess the overall job satisfaction of the staff nurses who are working in a psychiatric setting. There were total 38 questions in the job satisfaction scale.

### **3. Result**

The demographic data reveals that 32% of nurse belong to the age group of 31- 46 years, 92% of them were female, 74% were married 52% were having their own house, 72% belongs to nuclear family and 32% didn't have child, 92% completed GNM course, 38% of them were more than 15 years of experience, 48% drew 6000-8000 rupees salary per month, 78% of respondents were staying within 6 kilometres from work place and 70% travelled by city bus. Distribution of samples with reference to level of stress revealed majority (78%) of the nurse experience moderate stress and 18% experienced mild stress. Area wise analysis revealed that 72% having mild stress regarding work environment, 74% experience moderate stress in relation to work load, 42% experience moderate stress in emergency 60% experience moderate stress due to family, 38% experience severe stress due to promotional benefit. Distribution of samples regarding job satisfaction 56% were only satisfied and 18% were dissatisfied. Item-wise analysis showed that 72% accepted night hours were too long & tiring, 56% became frustrated for covering other wards due to absence nurses, 68% didn't get time for socialisation, 32% felt non-nursing activities were boring, 25% occasionally dislike for being called on off days, 50% were frustrated due to financial crisis, 56% felt supervisors were strict, 64% disturbed by lack of communication, 40% were hurt due to inadequate chance for attending ward meeting and higher study, 60% became frustrated for not getting promotion and 40% became irritated for not getting leave. The overall mean stress score was found to be 128.5 and job satisfaction score was found to be 67. There was highly significant association found between occupational stress and job satisfaction of psychiatric nurses ( $r = 0.625$ ,  $P < 0.01$ ). There was significant association found between occupational stress and age ( $P < 0.05$ ) distance from work place and year of experience ( $P < 0.05$ ). Job satisfaction had significant association with number of children ( $P < 0.05$ ), other demographic variables did not have any association.

### **4. Conclusion**

The identified stress needs to be explored more and relevant stress buster's activities needs to be implemented time to time to keep the staff nurses mentally healthy to cater the clients

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