

**A STUDY ON STRESS OF EMPLOYEES IN DAYA
HOSPITAL, THRISSUR**

Project Report

Submitted in partial fulfillment of the requirements

For the award of the degree of

MASTER OF BUSINESS ADMINISTRATION



University of Calicut

By

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Under the guidance of

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Director



NAIPUNNYA BUSINESS SCHOOL

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DECLARATION

I, **SUNAINA NEJMAL (Reg.No.YPAWMBA037)**, hereby declare that the Project Report entitled “ **A STUDY ON STRESS OF EMPLOYEES IN DAYA HOSPITAL, THRISSUR** has been prepared by me and submitted to the University of Calicut in partial fulfillment of requirements for the award of the Master of Business Administration, is a record of original work done by me under the supervision of **Prof.Dr.JACOB P.M, Director** of Naipunnya Business School, Pongam, Koratty East, Thrissur.

I also declare that this Project work has not been submitted by me fully or partly for the award of any Degree, Diploma, Title or recognition before any authority.

Place: Koratty East, Thrissur

Date:

SUNAINA NEJMAL
(YPAWMBA037)

ACKNOWLEDGEMENT

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Place: Koratty,East, Thrissur

Date:

SUNAINA NEJMAL
YPAWMBA037

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CHAPTER I
INTRODUCTION

INTRODUCTION

The healthcare industry, particularly hospitals, is known for its high-stress environment. Employees in the hospital, including doctors, nurses, administrative staff, and support workers, face intense pressure due to the critical nature of their work. Understanding the stress of employees is essential for developing strategies to improve their well-being and job performance of the employees in the organization.

Stress on employees in hospitals can be due to certain factors like Increased number of patients, Workload, Interpersonal conflicts, Role ambiguity, Work shift, Lack of support from management, Personal life interference, Traumatic events in the hospital, Lack of communication etc. Addressing the sources of stress and implementing supportive measures to control the stress and positively enhance the work environment, leading to improved QWL and better patient care. Hospitals should prioritize the mental and emotional health of their employees to sustain a productive and healthy workforce.

Employees are the competitive advantage for any organization, so they are considered as the most important resource of any organization. However, the employees in their work environment face a lot of problems. Employees with high stakes and less stress show more productivity as compared to the ones who are depressed, have stress and dissatisfied with the job. Employers can create an environment that is safe and less stressful. Stress is an intrinsic response, and sustained and prolonged stress can lead to stress and fatigue, which ultimately leads to anxiety and depression. Factor that causes people to stress is called the stress factor. Organizational, environmental or personal factors may cause Stress. Stress can have two sides, one is positive and the other negative. Stress can lead to irritation and enhance performance at work. It can actively motivate employees to do more. On the other hand, negative stress can lead to negative effects that affect workers' job performance and health, which have a direct impact on their quality work life.

Stress is a feeling that people have when they are overloaded and struggling to cope up with their demands. These demands can be related to finance, work, relationships and other factors. Stress can be a motivator. It can be essential to survival. There are so many mechanisms which can tell us when and how to respond to danger. Sometimes when these mechanisms are triggered so

easily, or when there are too many stresses at a time, it can undermine a person's overall health and can be harmful. Stress management is something which comprises lots of methods and techniques aimed at coping a person's stress usually for the motive of improving everyday functioning. Stress produces numerous physical and mental symptoms which vary according to each individual situation. These include a physical health decline as well as depression. The process of stress management is named as one of the keys to happiness and success. Although life shows numerous demands that can prove difficult to handle, stress management provides several ways to manage anxiety and maintain overall wellbeing. Stress has often been thought of as an individual experience, levels of stress are readily measurable using various physiological tests, like those used in polygraphs. Many practical stress management techniques are available, some for use by health professionals and some for others. Other stress reducing techniques include adding a daily exercise routine, spending quality time with family and pets, meditation etc. It is very important to keep in mind that not all techniques are going to work the same for everyone, that is why trying different stress management techniques are crucial to find what works best for you.

An individual can have threats by any characteristic of stress. As far as work stress is concerned, it's a person's perception that there are some threats which keep him and his job. It is also known as a negative perception of an employee which harms him physically and psychologically when he is unable to cope with the working conditions and is unable to perform and affect their work life balance. Job is an essential part of a human life which can be the emotion and happiness within an individual quality of work life. It is essential to retain employees in an organization which is essential for individuals' happiness as well. The need for this is because a company's ability to ensure a good working environment is seen. Work and Quality of Life is an idea, a set of principles that considers people to be the most important resource in an organization because they are trustworthy, accountable, and sound contributions are also possible. Respect and dignity are very important for a person to motivate himself to perform his work. Work and quality of life are critical to organizational performance and are important factors influencing employee motivation. At workplace employees psychological and physical needs are perceived as quality of work. Work and quality of life are closely related to the welfare of employees and are very different from the main body of job satisfaction. When there is a match between employees' expectation of the work and the real work setting it results in Job satisfaction.

Organizations that intend to retain and keep employees and working quality has always been seen as important. Organizations are considered to meet the needs of employees by the extent to which the work environment, job requirements, supervisory behavior, and support programs. QWL has an impact on organizational and employee efficiency. The basic concept behind QWL is the time an employee realizes an organization is meeting their needs through the work of the hiring organization and they remain satisfied with their job and their life. This creates satisfaction with life and with employees' behavioral responses and it has significant impact such as separation, voice, loyalty, and neglect behavior. QWL enhances organizational identity, organizational commitment and job satisfaction, engagement, workload and performance. QWL also reduces turnover intentions, organizational turnover, personal alienation, absence, claims and insurance and medical expenses. QWL promotes the wellbeing and autonomy of workers. Overall, happy employees are more efficient, more loyal, and more dedicated. satisfied employees can do a satisfactory service which will ultimately lead to customer satisfaction Therefore, QWL is a useful variable in human resource management to understand and point employee's needs, identify strategic gaps within an industry while taking corrective actions to improve quality of work for the employees. Which is assurance of employee satisfaction and commitment leading to productivity.

Maintaining a healthy work-life balance is crucial for mitigating stress and improving the quality of work life for employees. When individuals can separate work from personal life effectively, they experience less burnout and fatigue. Employers play a vital role in promoting work-life balance by offering flexible working arrangements, promoting wellness programs, and encouraging time off for rest and relaxation.

Stress is a prevalent issue in the workplace, particularly in high-stress environments such as hospitals. Understanding how demographics influence stress levels among hospital employees is crucial for creating effective interventions and support systems to mitigate the negative effects of stress on both individuals and the organization. Stress has a significant impact on the quality of work life for employees by affecting job performance, job satisfaction, physical and mental health, as well as work-life balance. Employers need to recognize the detrimental effects of stress in the workplace and take proactive measures to support their employees' well-being and demographics play a crucial role in shaping the experiences of hospital employees when it comes

to stress levels. By understanding these demographic influences and implementing targeted interventions to support employee well-being, hospitals can create healthier work environments and improve overall staff satisfaction and retention rates.

Overall, the study on the stress of employees at Daya Hospital highlights the need for targeted interventions, including stress management programs, mental health support, career development opportunities, and inclusive workplace policies that address the specific needs of diverse employee groups. By acknowledging and addressing these stress factors, Daya Hospital can enhance employee well-being, job satisfaction, and ultimately, the quality of care provided to patients. The findings advocate for a holistic approach to workplace well-being that integrates physical, emotional, and professional support systems to create a healthier, more productive work environment

1.2 STATEMENT OF THE PROBLEM

This study aims to investigate the stress levels among employees at Daya Hospital in Thrissur. Healthcare workers often face high job demands, long hours, and emotional strain, which can lead to significant stress. Understanding the specific stressors affecting Daya Hospital employees is crucial for identifying ways to improve their well-being, job satisfaction, and overall productivity. This research seeks to uncover the main causes and impacts of stress within this hospital, providing a foundation for effective stress management interventions by understanding the perception of employees in the existing stress support system

1.3 OBJECTIVES

1. To identify the factors contributing to stress among employees in Daya hospital
2. To analyze the perception of employees on the existing stress support system in Daya hospital
3. To analyze the demographic factors of employees.

1.4 SCOPE OF THE STUDY

This study focuses on examining the stress levels among employees at Daya Hospital in Thrissur, covering various departments including medical, administrative, and support staff. It aims to identify the primary sources of stress and evaluate the effectiveness of existing stress management practices within the hospital. By utilizing surveys, interviews, and observational methods, the study will gather comprehensive data to understand the nature of stress among hospital employees. The findings will inform the development of targeted interventions to reduce stress and improve the overall work environment, contributing to better employee health and improved patient care.

1.5 RESEARCH METHODOLOGY

Research is the art of scientific investigation. It is also the systematic design, collection, analysis and reporting of findings and solutions for various problems of a company. It helps in making decisions, finding alternate strategies and developing new concepts. Research methodology is a method to solve the research problem systematically. It involves gathering data, use of statistical techniques, interpretations and drawing conclusions about the research data.

1.5.1 RESEARCH DESIGN

Descriptive research design is used in this project. Descriptive research design is used to collect and analyze data. It is a methodological approach that aims to describe the characteristics of a phenomenon, or a population being studied.

1.5.2 POPULATION SIZE

The population size for this study will include all employees working at Daya Hospital. It is essential to ensure a representative sample that covers various departments, job roles, and demographic characteristics to capture a diverse range of experiences. Population of this research is represented by 150 staffs of Daya hospital, Thrissur

1.5.3 SAMPLE SIZE

A sample refers to a smaller, manageable version of a larger group of individuals or objects. It is a subset containing the characteristics of a larger population. Sample size is composed of 109 staff members.

1.5.4 SAMPLING METHOD

Simple random sampling is a statistical method in which everyone in a population has an equal chance of being selected into the sample. A sample represents a smaller and more manageable portion of the people that can be studied and analyzed. It's the fundamental technique to gather data and make inferences about a population. Simple random sampling is considered as a fair and unbiased sample selection method. This type of sampling method is the most straightforward sample selection method.

1.5.5 SOURCE OF DATA

Primary data: Primary data are collected from employees working in Daya hospital, Thrissur by using a structured questionnaire.

Secondary data: journals, websites, articles are used to collect secondary data

1.5.6 PERIOD OF THE STUDY

The research duration spanned over a period of 56 days, starting from April 1st to May 26th

1.6 LIMITATIONS OF THE STUDY

- Self-Reporting Bias: Participants may underreport or overreport their stress levels or work life quality.
- Response Rate: Low response rates could affect the representativeness of the sample and impact the validity of results.
- Unmeasured Variables: There may be other relevant factors contributing to stress that are not accounted for in the study.

1.7 INDUSTRY PROFILE

1.7.1 GLOBAL HEALTHCARE INDUSTRY OVERVIEW

The global healthcare industry is a vast and dynamic sector that encompasses a wide range of services including preventive, curative, rehabilitative, and palliative care. With an increasing global population, aging demographics, and rising prevalence of chronic diseases, the demand for healthcare services is continuously growing. Technological advancements such as telemedicine, artificial intelligence, and electronic health records are transforming how healthcare is delivered, making it more efficient and accessible. The global healthcare market is projected to reach over \$10 trillion by 2022, driven by increased healthcare spending, medical innovations, and expanding access to care in developing regions.

1.7.2 HEALTHCARE INDUSTRY IN INDIA

India's healthcare sector is one of the fastest-growing industries, both in terms of revenue and employment. It comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance, and medical equipment. The industry has been growing at a Compound Annual Growth Rate (CAGR) of around 22% since 2016 and is expected to reach \$372 billion by 2022. Factors contributing to this growth include increasing population, rising income levels, greater health awareness, and improved access to insurance. The Indian government is also playing a pivotal role through initiatives like Ayushman Bharat, aimed at providing healthcare coverage to the underserved population. Additionally, India's medical tourism industry is booming, attracting patients from across the globe due to the availability of quality healthcare services at competitive prices.

1.7.3 HEALTHCARE INDUSTRY IN KERALA

Kerala, known for its high literacy rates and robust health infrastructure, stands out in India for its healthcare system. The state has achieved remarkable health indicators, often compared to those of developed countries. The healthcare sector in Kerala includes a mix of public and private hospitals, clinics, and healthcare centers, providing comprehensive medical services. The state government's focus on healthcare has resulted in better maternal and child health, lower mortality rates, and a high life expectancy. Kerala is also a significant player in medical tourism, thanks to its excellent healthcare facilities and Ayurveda centers. However, the sector faces challenges such as a shortage of healthcare professionals and the need for modernization of public healthcare facilities.

1.7.4 HEALTHCARE SCENARIO IN THRISSUR, KERALA

Thrissur, known as the cultural capital of Kerala, is also home to a growing healthcare industry. The city hosts several well-established hospitals, including Daya Hospital, which play a crucial role in providing quality healthcare services to the local population and neighboring regions. Thrissur's healthcare sector is characterized by a mix of public and private healthcare providers, offering a range of medical services from primary care to specialized treatments. The city's strategic location and connectivity make it a preferred destination for patients seeking advanced medical care.

1.7.5 DAYA HOSPITAL, THRISSUR OVERVIEW

Daya Hospital, located in the heart of Thrissur, Kerala, stands as a beacon of comprehensive healthcare services in the region. Established with a vision to provide high-quality medical care, the hospital has grown to become a multi-specialty institution renowned for its advanced medical facilities and dedicated healthcare professionals.

The hospital is equipped with state-of-the-art medical technology, ensuring that patients receive the most up-to-date treatments available. From advanced diagnostic imaging to modern surgical theaters, Daya Hospital's infrastructure supports a wide range of medical services. The hospital's

facilities include specialized departments such as Cardiology, Neurology, Orthopedics, Pediatrics, General Medicine, and more, allowing for a multidisciplinary approach to patient care. This integration of specialties ensures that patients benefit from comprehensive evaluations and treatments tailored to their specific needs.

Daya Hospital offers an extensive array of services catering to both outpatient and inpatient care. Outpatient services include routine check-ups, diagnostic tests, and minor procedures, while inpatient services encompass complex surgeries, intensive care, and rehabilitation programs. The hospital's emergency department operates 24/7, equipped to handle a wide spectrum of urgent medical situations with a team of trained professionals ready to provide immediate care.

Central to Daya Hospital's reputation is its team of highly qualified and experienced healthcare professionals. The hospital boasts a diverse group of doctors who are experts in their respective fields, supported by a skilled nursing staff and dedicated support personnel. This team approach ensures that each patient receives comprehensive and compassionate care. The staff at Daya Hospital is trained not only in medical expertise but also in providing empathetic and patient-centered care, which is critical in fostering a healing environment.

Daya Hospital places a strong emphasis on a patient-centric approach, ensuring that each patient receives personalized care tailored to their individual health needs. This approach involves developing customized treatment plans that consider the patient's medical history, current health status, and personal preferences. The hospital's commitment to patient-centered care extends to providing supportive services such as counseling, follow-up care, and rehabilitation, which are integral to the patient's overall recovery and well-being. Beyond its immediate healthcare services, Daya Hospital is actively involved in community outreach programs aimed at improving public health. The hospital regularly conducts health camps and screening programs in various communities, providing essential health services to underserved populations. These initiatives are complemented by health education and awareness programs that aim to inform the public about preventive healthcare measures, healthy lifestyle choices, and the importance of early detection and treatment of diseases. Daya Hospital adheres to stringent standards of medical care and hygiene, reflecting its commitment to quality. The hospital is accredited by relevant health authorities, which underscores its dedication to maintaining high standards in healthcare delivery. Continuous quality improvement processes are in place to ensure that the hospital's

services meet and exceed patient expectations. This commitment to quality is evident in the hospital's ongoing efforts to adopt the latest medical technologies and practices.

Daya Hospital is to be a leader in the healthcare sector, recognized for its excellence in providing high-quality medical services. The hospital's mission is to deliver compassionate and innovative healthcare, grounded in a commitment to excellence. This mission drives the hospital's operations, guiding its efforts to provide superior medical care and improve the health outcomes of its patients.

Daya Hospital in Thrissur stands out as a premier healthcare institution dedicated to delivering comprehensive and high-quality medical services. Its modern facilities, skilled medical team, patient-centric approach, community engagement, and commitment to quality make it a trusted healthcare provider in the region. Through continuous innovation and a steadfast dedication to patient care, Daya Hospital aims to uphold its reputation as a leader in the healthcare industry.

Services and Specialties

- **General Medicine and Surgery:** Daya Hospital provides extensive general medical and surgical services, catering to various health needs of the community.
- **Cardiology:** The hospital has a well-established cardiology department, offering advanced diagnostic and treatment services for heart-related conditions.
- **Orthopedics:** Specialized care for bone and joint issues, including surgeries and rehabilitation.
- **Obstetrics and Gynecology:** Comprehensive maternal and women's health services, including prenatal and postnatal care.
- **Pediatrics:** Dedicated care for infants, children, and adolescents, with specialized pediatricians.
- **Emergency Care:** 24/7 emergency services to handle urgent medical situations and trauma cases.

Technology and Infrastructure

Daya Hospital is equipped with state-of-the-art medical technology, including advanced diagnostic imaging, modern operation theaters, and intensive care units. The hospital continually invests in upgrading its infrastructure to provide the best possible care to its patients.

Patient-Centered Care

The hospital emphasizes a patient-centered approach, ensuring that patients receive personalized care tailored to their specific needs. This approach extends to all aspects of patient interaction, from diagnosis and treatment to post-care support and follow-up.

Quality and Accreditation

Daya Hospital is committed to maintaining high standards of quality in healthcare delivery. The hospital adheres to stringent protocols and guidelines to ensure patient safety and effective treatment outcomes. It is also working towards various accreditations to further validate its commitment to excellence.

Community Engagement

Daya Hospital actively engages with the local community through health camps, awareness programs, and preventive health initiatives. These efforts are aimed at promoting health and wellness among the local population and addressing public health challenges. Daya Hospital, Thrissur, operates within a dynamic and rapidly evolving healthcare industry. On a global scale, the industry is experiencing significant growth and transformation, driven by technological advancements and increased demand for quality healthcare. In India, the healthcare sector is expanding rapidly, with government initiatives and private investments playing a crucial role. Within Kerala and specifically in Thrissur, the healthcare sector is known for its high standards and accessibility. Daya Hospital stands out as a key player in this landscape, committed to providing high-quality, patient-centered care through advanced technology and a dedicated healthcare team.

1.8 COMPANY PROFILE

Daya General Hospital has emerged as one of the trusted names in the Healthcare care space in Kerala in the last 2 decades of its operations. People from all walks of life frequent this hospital for their health care needs only because Daya is committed to delivering the highest quality and safest care possible for every patient at affordable rates. Daya, with its modern infrastructure and state of the art facilities, offer the finest healthcare services to the domestic and international patients.

A well designed 250 bedded hospital having 190000 sq.ft build up space. Daya Hospital offers a wide range of services which includes General & Laparoscopic Surgery, Internal Medicine, Critical Care, Cardiology, and Orthopedics, Knee replacement Surgery, Renal Transplantation, Advanced Neurosurgical Procedures and Pain Management Clinics.

Located in the cultural capital of Kerala, Thrissur, Daya General Hospital is ideally situated one hour and twenty minutes away from the Cochin International Airport. It is only a 15-minute drive from Thrissur Railway Station and KSRTC Bus Station.

Daya Hospital is ideally located in a calm and quiet place surrounded by lush green coconut palms dancing to the tune of whistling winds. Vast stretches of paddy fields lying behind the hospital and its rich greenery, Viyyur River meandering through paddy fields and nature's enchanting loveliness provides a soothing effect to the eyes and a feast to the senses of the beholder.

1.8.1 SWOT ANALYSIS

STRENGTHS

1. **Reputation and Brand Recognition:**

Daya Hospital is a well-known healthcare institution in Thrissur, with a strong reputation for quality care and patient satisfaction.

2. **Qualified and Experienced Staff:**

The hospital employs highly qualified professionals, including doctors, nurses, and specialists with advanced degrees and significant experience.

3. **Comprehensive Healthcare Services:**

Offering a wide range of medical services and specialties, Daya Hospital ensures comprehensive care for patients.

4. **Advanced Medical Technology:**

The hospital is equipped with modern medical equipment and technology, ensuring accurate diagnostics and effective treatments.

5. **Patient-Centric Approach:**

Emphasis on patient care and satisfaction, with a focus on personalized treatment plans and compassionate care.

6. **Location:**

Centrally located in Thrissur, making it easily accessible for patients from the city and surrounding areas.

WEAKNESSES

1. Staff Stress Levels:

Reports of stress due to workload, unclear role expectations, and staff shortages suggest potential issues in staff management and morale.

2. Communication Gaps:

Issues with effective communication among staff could lead to misunderstandings, reduced efficiency, and increased stress.

3. Support Systems:

Perceived lack of support from colleagues and supervisors can affect staff well-being and productivity.

4. Experience Diversity:

Limited number of employees with over 10 years of experience, potentially affecting the depth of institutional knowledge and mentoring.

5. Infrastructure Limitations:

Any limitations in infrastructure, such as outdated facilities or insufficient space, could hinder service delivery and patient comfort.

OPPORTUNITIES

1. Community Engagement:

Increasing involvement in community health programs and preventive care initiatives can enhance the hospital's reputation and community trust.

2. **Partnerships and Collaborations:**

Forming alliances with other healthcare institutions, research centers, and educational institutions can lead to shared knowledge and resources.

3. **Expansion of Services:**

Introducing new specialties, services, and state-of-the-art treatments can attract more patients and address diverse healthcare needs.

4. **Staff Development Programs:**

Implementing continuous education and professional development programs to enhance staff skills and reduce stress.

5. **Health Tourism:**

Thrissur's growing popularity as a tourist destination presents an opportunity to attract health tourists seeking quality medical care at affordable rates.

THREATS

1. **Healthcare Competition:**

The presence of other well-established hospitals in Thrissur and surrounding areas can pose a threat to patient retention and market share.

2. **Economic Factors:**

Economic downturns and changes in healthcare funding can affect hospital revenues and the ability to invest in new technologies and staff development.

3. **Regulatory Changes:**

Changes in healthcare regulations and policies can impact operational procedures, requiring continuous adaptation and compliance.

4. **Pandemics and Health Crises:**

Future pandemics or health crises can strain hospital resources, increase workload, and expose operational vulnerabilities.

5. **Patient Expectations:**

Increasing patient expectations for high-quality care and advanced treatments can pressure the hospital to continuously upgrade services and infrastructure.

1.8.2 PESTLE ANALYSIS:

POLITICAL

- **Government healthcare policies and initiatives:**

Government funding for healthcare, insurance schemes, and regulations regarding hospital operations can significantly impact Daya Hospital. For instance, government insurance plans might set reimbursement rates that affect hospital revenue.

- **Political stability in Kerala:**

Political stability is essential for economic growth, which in turn influences healthcare spending.

ECONOMIC

- **Economic growth in Thrissur:**

Economic prosperity in Thrissur can lead to increased demand for healthcare services, potentially benefiting Daya Hospital.

- **Rising healthcare costs:**

The rising cost of medical equipment, medication, and staffing can put pressure on Daya Hospital's profitability.

- **Payment methods and insurance coverage:**

The prevalence of health insurance and the ease of accessing financing for medical procedures can affect patient volumes at Daya Hospital.

SOCIAL

- **Demographics of Thrissur:**

The age distribution, income levels, and health priorities of the population in Thrissur will influence the demand for Daya Hospital's services.

- **Public health awareness:**

Increased awareness of health issues and preventive care can lead to a greater need for diagnostic and treatment services offered by Daya Hospital.

- **Lifestyle choices in Kerala:**

The prevalence of smoking, unhealthy diets, and lack of physical activity can influence the demand for treatments for lifestyle diseases at Daya Hospital.

TECHNOLOGICAL

- **Advancements in medical technology:**

New medical technologies can improve the quality and efficiency of care provided by Daya Hospital, potentially attracting more patients.

- **Adoption of digital healthcare solutions:**

Telemedicine, electronic health records, and online appointment scheduling can improve patient convenience and operational efficiency at Daya Hospital.

- **Cybersecurity threats:**

The hospital's IT infrastructure needs to be secure to protect patient data and ensure operational continuity.

LEGAL

- **Medical malpractice laws:**

The legal environment regarding medical malpractice can impact the way Daya Hospital practices medicine and manages risk.

- **Regulations on data privacy:**

Data privacy regulations like HIPAA (Health Insurance Portability and Accountability Act) in the US and GDPR (General Data Protection Regulation) in the EU require Daya Hospital to handle patient data responsibly.

ENVIRONMENTAL

- **Environmental sustainability in healthcare:**

Daya Hospital can implement practices to reduce waste, conserve energy, and minimize its environmental impact. This can also improve its public image.

By considering these PESTLE factors, Daya Hospital Thrissur can develop strategies to face the challenges and capitalize on the opportunities in its operating environment.

VISION

To be the Centre of excellence which provides high quality patient-centered care affordable and accessible for all

MISSION

Daya is committed to providing the best yet affordable healthcare service upholding the code of medical and social ethics. We strive to deliver maximum value to the patients through our focus on clinical excellence and value-based scientific health care delivery. Our dedicated staff put patients first - every time.

QUALITY POLICY

To provide high quality, ethical, patient centered care at affordable cost through continuous quality improvement.

1.8.3 ADMINISTRATION COMMITTEE

1. prof. k. p. Ahammed Koya chairman
2. dr. v. k. Abdul Azeez managing director
3. dr. Ravindran T.K director
4. Mr. Shamshudeen A.K . director
5. Mr. p. Abdul Rezak director
6. Mr. Abdul Jabbar M.M. director
7. Mr. p. Mohammed Abdul Rahman director
8. Mrs. Vanaja Mukundan director
9. Mr. Noushadh K. B. director
10. Mrs. Fathima M. M. director
11. Mr. Umar Ammu director
12. dr. Saheer Neduvanchery director
13. Mr. Sujeer V. V. director
14. Mrs. Soudabi n. alternate director

1.8.4 SPECIALITY/ MULTISPECIALITY SERVICES

1. Anesthesiology and critical care
2. Cardio thoracic surgery
1. .3 Interventional cardiology
3. General medicine
4. General surgery

5. Neonatology
6. Nephrology
7. Pulmonology
8. Dermatology
9. Emergency medicine
10. Ophthalmology
11. Neurology
12. Neurosurgery
13. Pediatrics
14. Obstetrics and gynecology
15. Orthopedics and trauma surgery
16. Oto rhino laryngology (ENT)
17. Urology
18. Dental and Maxillofacial surgery
19. Plastic and micro vascular surgery
20. Haemato-oncology
21. Psychiatry-BMC
22. Diabetology

1.8.5 DEPARTMENTS

Neuroscience, Oncology, Ophthalmology, Orthopedics, Joint Replacement Arthroscopy, Pain Medicine and Palliative Care, Pediatric Neurodevelopmental Centre, Pediatrics and Neonatology, Physical Medicine, Physiotherapy & Rehabilitation, Plastic and Reconstructive Surgery,

Psychiatry and Psychological Medicine, Pulmonology, Radiology and Imaging, Renal Transplantation, Robotic Surgery, Urology, Blood bank and Component Therapy Unit, HR, Finance, Quality.

HR DEPARTMENT

To guarantee the best patient outcomes and the most efficient delivery of healthcare services, human resources management plays a crucial role in the healthcare industry. Its duties range widely, from performance management to safety. The human resources department is responsible for attending to the various personnel needs of employers and employees in any healthcare setting. Its main responsibility is to supervise all personnel-related activities, including hiring, onboarding, training, benefits administration, performance reviews, and creating a healthy work atmosphere for hospital staff. The department's work is crucial to keeping the medical facility operating smoothly, promoting the welfare of the employees, and eventually advancing the organization's success.

The HR department of Daya hospital consists of HR manager Mr. Haseeb Ahsaan and 7 staff members who work under his guidance. These staff members include assistant HR manager, two HR officers, junior HR officer, confidential assistant, HR executive trainee and office attendant.

The Human Resource department at Daya Hospital plays a crucial role in managing and supporting the hospital's workforce. The duties of the HR department are diverse and encompass various aspects of employee management, development, and organizational support. Here are the key responsibilities:

Recruitment and Staffing:

- **Job Posting and Advertising:**

Creating and posting job vacancies to attract suitable candidates.

- **Screening and Interviewing:**

Reviewing applications, conducting interviews, and selecting candidates for various positions.

- Onboarding:

Facilitating the onboarding process for new hires, including orientation and training programs.

Employee Relations:

- Conflict Resolution:

Addressing and mediating conflicts between employees to maintain a harmonious work environment.

- Employee Engagement:

Organizing events, surveys, and programs to enhance employee engagement and satisfaction.

- Grievance Handling:

Providing a mechanism for employees to voice their concerns and resolving grievances in a timely manner.

Compensation and Benefits:

- Salary Administration:

Managing payroll, ensuring accurate and timely payment of salaries and wages.

- Benefits Management:

Administering employee benefits such as health insurance, retirement plans, and leave policies.

- Performance Appraisal:

Overseeing the performance evaluation process to ensure fair and consistent assessments.

Training and Development:

- Skill Development Programs:

Organizing training sessions and workshops to enhance the skills and knowledge of employees.

- Career Development:

Providing opportunities for career advancement and professional growth through continuous learning programs.

- Compliance Training:

Ensuring employees are trained on regulatory and compliance-related matters relevant to the healthcare sector.

Legal and Regulatory Compliance:

- Labor Law Compliance:

Ensuring the hospital adheres to labor laws and regulations to avoid legal issues.

- Policy Implementation:

Developing and enforcing HR policies and procedures in alignment with legal requirements and hospital standards.

- Safety and Health Regulations:

Promoting workplace safety and ensuring compliance with health regulations.

Workforce Planning:

- Manpower Planning:

Analyzing and forecasting staffing needs to ensure the hospital is adequately staffed at all times.

- Succession Planning:

Identifying and preparing future leaders within the organization to ensure continuity and stability.

Performance Management:

- Goal Setting:

Assisting departments in setting performance goals and objectives.

- Feedback Mechanism:

Implementing systems for regular feedback and performance reviews to promote continuous improvement.

- Recognition Programs:

Developing programs to recognize and reward outstanding performance and achievements.

HR Information Systems (HRIS):

- Data Management:

Maintaining accurate and up-to-date employee records in the HRIS.

- Reporting:

Generating reports and analytics to support decision-making and strategic planning.

Employee Wellness and Support:

- Wellness Programs: Implementing health and wellness programs to support the physical and mental well-being of employees.
- Counseling Services: Providing access to counseling and support services for employees facing personal or professional challenges.

Organizational Development:

- Culture Building: Promoting a positive organizational culture that aligns with the hospital's mission and values.

- **Change Management:** Supporting the hospital through periods of change and transformation, ensuring smooth transitions.

The HR department at Daya Hospital plays a key role in fostering a positive work environment, supporting employee development, and ensuring compliance with regulatory standards. By effectively managing human resources, the department contributes to the overall efficiency and success of the hospital.

FINANCE DEPARTMENT

"Finance is the life blood of business" refers to the blood that the heart pumps to different parts of the body to facilitate their survival and growth. We can say that the finance department is the center of an organization, providing funding to all departments for their enrichment. The department of Daya Hospital's finances oversees securing and managing any funds on behalf of the institution. The department ensures that business operations run smoothly and that income and expenses, assets, and liabilities are all under control. Economic analysis is another duty of the finance department that helps to enhance important business strategies. The Department of Daya hospital has specific responsibilities to carry out daily tasks. Its primary functions include:

- **Accounting:**

Daily account record keeping by this department like Petty cash, Bank transaction etc on a weekly basis, preparation of suppliers aging, purchase GRN verification, observing fund, cash flows monthly, calculation of TDS and payments, GST returns, PF/ESI workings and payments e

- **Reconciliation and reporting:**

Reconciliation of bank statement with the bank ledger of LF hospital, the finance department evaluates the debit, credit values of customers and suppliers

- **Financial Planning:**

Identifies its future improvements and cultivates long-term business plans. It uses and synthesizes financial analysis information to assist in business decision- making through the various measurements like P&L, B/S, CFS, FFS, ROI etc.

- **Preparing and forecasting budgets:**

The finance department plans and implements the Hospital's financial year budget. The department also conducts research and collects data that assists in the organization's temporary and permanent financial forecast.

QUALITY DEPARTMENT

The Quality Department at Daya Hospital is dedicated to ensuring that the hospital delivers high-quality healthcare services that meet both regulatory standards and patient expectations. This department is crucial for maintaining patient safety, enhancing the effectiveness of clinical care, and fostering continuous improvement in all hospital operations. Here are the key responsibilities and duties of the Quality Department at Daya Hospital:

Duties of the Quality Department at Daya Hospital

Quality Assurance and Control:

- **Developing Standards and Protocols:** Establishing and maintaining clinical and operational standards and protocols to ensure consistent quality of care.
- **Monitoring Compliance:** Regularly auditing and monitoring compliance with established standards, protocols, and regulatory requirements.
- **Corrective Actions:** Identifying areas of non-compliance and implementing corrective actions to address deficiencies.

Patient Safety:

- **Safety Programs:** Developing and implementing patient safety programs to minimize risks and enhance safety in all hospital operations.
- **Incident Reporting:** Establishing systems for reporting and investigating adverse events, near misses, and medical errors.
- **Root Cause Analysis:** Conducting thorough analyses of incidents to identify root causes and implement preventive measures.

Performance Improvement:

- Continuous Improvement Initiatives: Leading and supporting continuous improvement projects to enhance the quality and efficiency of hospital services.
- Data Analysis: Analyzing performance data to identify trends, gaps, and opportunities for improvement.
- Quality Improvement Committees: Coordinating with various committees and departments to drive quality improvement initiatives.

Clinical Governance:

- Clinical Audits: Conducting clinical audits to assess the quality of clinical care and adherence to best practices.
- Evidence-Based Practices: Promoting the use of evidence-based practices in all clinical and non-clinical operations.
- Credentialing and Privileging: Ensuring that healthcare providers are properly credentialed and privileged to perform specific clinical tasks.

Patient Experience:

- Patient Feedback: Collecting and analyzing patient feedback through surveys, focus groups, and other methods to gauge patient satisfaction and experience.
- Service Recovery: Implementing service recovery programs to address patient complaints and enhance patient satisfaction.
- Patient-Centered Care: Promoting a culture of patient-centered care, ensuring that patient needs and preferences are respected and addressed.

Regulatory Compliance:

- Accreditation Preparation: Preparing the hospital for accreditation and certification by relevant healthcare quality and regulatory bodies.

- Regulatory Updates: Keeping abreast of changes in healthcare regulations and ensuring hospital practices are updated accordingly.
- Documentation and Reporting: Ensuring accurate documentation and timely reporting to regulatory agencies.

Training and Education:

- Quality Training Programs: Developing and delivering training programs on quality improvement, patient safety, and regulatory compliance for hospital staff.
- Ongoing Education: Providing ongoing education and support to staff to foster a culture of continuous quality improvement.
- Best Practices Sharing: Facilitating the sharing of best practices and lessons learned across departments.

Risk Management:

- Risk Assessments: Conducting regular risk assessments to identify potential hazards and vulnerabilities in hospital operations.
- Mitigation Strategies: Developing and implementing strategies to mitigate identified risks.
- Emergency Preparedness: Ensuring that the hospital is prepared for emergencies and that staff are trained in emergency response procedures.

Stakeholder Engagement:

- Collaboration with Departments: Working closely with all hospital departments to ensure alignment with quality goals and initiatives.
- Communication: Maintaining open lines of communication with staff, patients, and other stakeholders regarding quality issues and improvements.
- Community Involvement: Engaging with the community to promote health and wellness initiatives and enhance the hospital's reputation.

Innovation and Technology:

- Adopting New Technologies: Evaluating and implementing new technologies and innovations that can improve quality of care and operational efficiency.
- Health Information Systems: Utilizing health information systems to track and analyze quality metrics and outcomes.
- Telehealth and Remote Monitoring: Integrating telehealth and remote monitoring technologies to enhance patient care and accessibility.

The Quality Department at Daya Hospital plays a vital role in ensuring that high standards of care are maintained and continuously improved. By focusing on patient safety, regulatory compliance, performance improvement, and staff education, the department helps create a safe, effective, and patient-centered healthcare environment. The proactive approach of the Quality Department not only enhances patient outcomes but also ensures that Daya Hospital remains a trusted and reliable healthcare provider in Thrissur.

Objectives of quality department:

- To oversee the Quality activity of the Healthcare facility.
- To prepare Service Standards of the Healthcare facility, create awareness, evaluate the service provision to customers.
- To set Quality Indicators for all departments, collect it monthly and compare with standards. Report to Top Management about the deviations in standards.
- To coordinate various Quality Certification & Accreditation activities.
- To coordinate Quality Circle Meeting, suggest Quality Improvement activities to the management.
- To plan, coordinate and conduct various committee meetings, facility visits, quality rounds, surprise visits, internal audits, clinical audit, process audit, time studies and to oversee the implementation of corrective and preventive action.

- To assist preparing Manuals, SOPs, Work Instructions, Policies & Protocols, Procedures of departments and to ensure document control.

PRINCIPLES OF QUALITY ASSURANCE:

There are five basic principles of quality assurance

- Quality Assurance is oriented towards meeting the needs and expectations of our clients
- Quality Assurance focuses on systems and processes
- Quality Assurance uses data to analyze service delivery
- Quality Assurance encourages the use of teams in problem solving and quality improvement
- Quality Assurance uses effective communication to improve service delivery

CHAPTER II
REVIEW OF LITERATURE & THEORETICAL
FRAMEWORK

2.1 LITERATURE REVIEW

Williams J.R & Lee H. Perceptions of Stress Relief Measures Among Hospital Staff (2022)

The authors explore how hospital employees perceive the stress relief measures provided by their institutions, with a focus on the satisfaction and engagement levels of the staff. Williams and Lee examine how hospital employees perceive the various stress relief measures implemented in their workplace. The research focuses on the levels of satisfaction and engagement that these measures generate among the staff. By assessing the effectiveness of different stress management interventions, the study highlights which strategies are most appreciated and beneficial from the employees' perspective, ultimately aiming to enhance overall well-being and productivity within the hospital setting.

Nelson.V,Work Shifts and Their Influence on Hospital Staff Stress (2021)

The article investigates the effects of varying work shifts on stress levels among hospital staff, noting significant stress in those with less predictable schedules. Nelson V explores the impact of different work shifts on the stress levels of hospital staff. The article examines how factors such as irregular hours, night shifts, and long work hours contribute to increased stress among healthcare workers. Nelson highlights that these shifts disrupt natural sleep patterns, lead to fatigue, and affect overall well-being and job satisfaction. The study emphasizes the importance of implementing effective shift scheduling practices, providing adequate rest periods, and promoting work-life balance initiatives to mitigate the negative effects of work shifts on hospital staff. Addressing these issues can improve staff resilience, reduce stress levels, and enhance the quality of patient care in healthcare environments.

Vasquez P.A The Role of Organizational Support in Mitigating Employee Stress in Hospitals (2021)

This research examines the role of organizational support systems in reducing stress among hospital employees and the impact of these systems on employee well-being and performance. Vasquez explores how organizational support systems can effectively improve stress among hospital employees. The research investigates various forms of support, including managerial support, resources for work-life balance, and opportunities for professional development. Vasquez highlights that healthy organizational support not only helps employees cope with job-related stressors but also enhances job satisfaction and overall well-being. By identifying key elements of supportive environments, the study underscores the importance of proactive organizational strategies in creating a healthier and more productive workplace for hospital staff.

Johnson. S, The Effects of High Workload on Healthcare Employee Stress (2020)

The research examines the direct impact of high workloads on stress levels, finding a strong link between excessive tasks and negative health outcomes for hospital employees. Johnson S investigates how excessive workloads impact the stress levels of healthcare employees. The article discusses how heavy workloads contribute to heightened stress, burnout, reduced job satisfaction, and compromised patient care quality. Johnson emphasizes that high workload can lead to physical and mental exhaustion, decreased productivity, and increased absenteeism among healthcare workers. The study underscores the need for healthcare organizations to implement strategies such as workload management, staffing optimization, and supportive work environments to mitigate the negative effects of high workload on employee well-being and overall healthcare delivery.

Turner M. B & Wong T, Employee Perception of Stress Management Programs in the Healthcare Sector (2020)

This study investigates healthcare employees' perceptions of the available stress management programs and their effectiveness in improving job-related stress. Turner and Wong investigate how healthcare employees perceive the effectiveness and utility of stress management programs implemented within their organizations. The research examines various programmatic

involvements aimed at mitigating job-related stress, such as counseling services, wellness programs, and flexible work arrangements. By analyzing employee feedback and satisfaction levels with these programs, the study aims to identify best practices and areas for improvement in managing stress within the healthcare sector. This research contributes valuable insights into optimizing stress management strategies to enhance employee well-being and organizational performance in healthcare settings.

Evans M, Impact of Work Shifts on Hospital Employees Stress Levels (2020)

This article explores the stress caused by irregular and long work shifts in hospital settings, highlighting the effects on sleep patterns, health, and overall well-being. The article finds that irregular and long shifts, particularly night shifts, significantly elevated stress levels, leading to adverse outcomes such as fatigue, decreased job performance, and higher incidences of burnout. Evans highlights that shift work disrupts normal sleep patterns and work-life balance, exacerbating stress. The study advocates for implementing better shift scheduling practices, providing adequate rest periods, and offering support programs to help mitigate the negative effects of shift work on hospital employees' mental and physical health.

Robinson M, Communication Barriers and Their Stressful Impact on Healthcare Workers (2020)

The study discusses how communication barriers within hospital settings lead to significant stress, affecting collaboration and patient care quality. Robinson M. examines how communication barriers contribute to stress among healthcare workers. The article highlights that ineffective communication within healthcare settings can lead to misunderstandings, errors in patient care, and heightened stress levels among staff members. Robinson discusses various types of communication barriers, such as language differences, hierarchical structures, and technological issues, that hinder effective information exchange and teamwork. The study emphasizes the importance of improving communication skills, promoting a culture of open dialogue, and implementing clear communication protocols to enhance collaboration and reduce stress among healthcare workers. Addressing communication barriers can improve efficiency, patient safety, and overall job satisfaction within healthcare organizations.

Baker J, Interpersonal Conflicts in the Workplace: Impacts on Hospital Staff (2019)

The research investigates how interpersonal conflicts among hospital staff contribute to heightened stress, reduced job satisfaction, and higher turnover rates. Baker J explores the effects of interpersonal conflicts among hospital staff. The study highlights that such conflicts can lead to significant negative outcomes, including increased stress levels, reduced job satisfaction, and higher turnover rates. Baker emphasizes the importance of effective conflict resolution strategies and fostering a positive work environment to mitigate these issues. The article suggests that addressing interpersonal conflicts proactively can enhance team cohesion, improve patient care, and promote overall organizational health.

Smith A, Stress Management and Employee Perception in Healthcare Organizations (2019)

Smith explores the various stress management strategies adopted by healthcare organizations and analyzes employees' perceptions of these strategies. The research examines various strategies and initiatives implemented to improve job-related stress, including organizational policies, support programs, and training initiatives. Smith explores the impact of these interventions on employee satisfaction, productivity, and overall well-being. By assessing employee perceptions, the study aims to identify effective stress management approaches that can enhance organizational resilience and employee engagement in healthcare settings.

Peters A, Interference of Personal Life with Work Responsibilities in Healthcare (2019)

The research explores how personal life stressors interfere with professional duties, leading to increased stress and decreased job performance in hospital staff. Peters A explores how personal life challenges impact the professional duties of healthcare workers. The article examines issues such as balancing family responsibilities, managing personal health concerns, and navigating financial pressures alongside demanding work schedules in healthcare settings. Peters' highlights that when personal life interferes with work responsibilities, it can lead to increased stress, reduced job satisfaction, and compromised patient care quality. The study emphasizes the need for healthcare organizations to support their employees with flexible work arrangements, wellness programs, and resources that assist in managing personal and professional life demands effectively. By addressing these challenges, healthcare institutions can promote employee well-being, enhance job performance, and maintain high standards of patient care.

Baker, Understanding the Relationship Between Work Stress and Quality of Life in Nurses (2019)

The research highlights how stress adversely affects nurses' quality of life, including physical and mental health aspects. The article would likely explore how work-related stress impacts the overall quality of life among nurses. This could include aspects such as job satisfaction, mental and physical health, work-life balance, and job performance. Understanding these relationships is crucial for healthcare organizations to implement effective strategies to support nurses and improve both their well-being and the quality of patient care.

Irwin, R, Communication Gaps and Stress Among Healthcare Workers (2019)

This study highlights the role of poor communication within hospital teams as a significant source of stress, leading to misunderstandings and decreased morale. Irwin explores the detrimental effects of communication gaps on the stress levels of healthcare professionals. The article highlights that ineffective communication within healthcare settings leads to misunderstandings, delays in patient care, increased workload, and heightened stress among staff members. Irwin underscores the importance of clear, open communication channels, teamwork training, and fostering a culture of transparency and collaboration. Addressing communication gaps can not only reduce stress among healthcare workers but also improve patient outcomes and overall organizational effectiveness in healthcare settings

Adams A, Workload and Stress in Healthcare Professionals (2018)

This study highlights the direct correlation between high workloads and increased stress levels among healthcare professionals, emphasizing the negative impact on both mental and physical health. High workload and stress negatively impact job satisfaction, which can lead to burnout, turnover, and decreased quality of care.

Garcia LR, Personal Life Interference with Professional Duties in Healthcare (2018)

This study delves into how personal life demands interfere with professional responsibilities, leading to increased stress and reduced effectiveness at work. Garcia L investigates how personal life issues impact the professional responsibilities of healthcare workers. The article finds that challenges such as family obligations, personal health problems, and financial concerns can

significantly interfere with job performance, leading to increased stress, lower productivity, and higher error rates in patient care. Garcia highlights the importance of work-life balance and suggests that healthcare organizations should offer flexible working arrangements, employee assistance programs, and stress management resources to help employees manage their personal and professional lives more effectively.

Lewis H, The Stress of Staff Shortages in Emergency Departments (2018)

The study focuses on the emergency department and how staff shortages there specifically contribute to increased stress and burnout among employees. Lewis H examines the profound impacts of staff shortages on stress levels within emergency departments (EDs). The article highlights how insufficient staffing exacerbates the pressures faced by healthcare professionals, leading to increased stress, burnout, and compromised patient care. Lewis emphasizes that EDs often experience high patient volumes and critical cases, making adequate staffing crucial for maintaining quality care and managing workload effectively. The study underscores the need for healthcare institutions to address staffing challenges through recruitment efforts, retention strategies, and workload management protocols to alleviate stress among ED staff and improve overall emergency healthcare delivery.

Quinn L, Traumatic Experiences and Stress Among Hospital Employees (2018)

This paper examines the long-term stress effects of traumatic experiences on hospital employees, including increased anxiety and post-traumatic stress disorder (PTSD). The article explores various scenarios such as handling emergencies, witnessing patient deaths, and managing critical incidents that contribute to significant psychological strain on healthcare workers. Quinn emphasizes that repeated exposure to trauma can lead to symptoms of stress, anxiety, and even post-traumatic stress disorder (PTSD) among staff members. The study underscores the importance of providing adequate support mechanisms, such as counseling services, debriefing sessions, and mental health resources, to help hospital employees cope with the emotional challenges associated with their work. By addressing the impact of traumatic experiences, healthcare organizations can better support their staff and promote a healthier work environment conducive to both employee well-being and quality patient care.

Adams J, Stress and its Effects on Work Life Quality in Healthcare Professionals (2018)

This study explores how stress negatively impacts the overall quality of work life, leading to reduced job satisfaction and increased turnover rates. Adams J explores the pervasive impact of stress on the quality of work life among healthcare professionals. The article delves into how the demanding nature of healthcare roles, including long hours, emotional strain, and high stakes decision-making, contributes to elevated stress levels among workers. Adams highlights that chronic stress can lead to various negative consequences, such as decreased job satisfaction, burnout, and compromised mental and physical health. The study underscores the importance of implementing effective stress management strategies, promoting work-life balance initiatives, and providing support systems like counselling and wellness programs. By addressing stress proactively, healthcare organizations can enhance the well-being of their professionals, improve retention rates, and ultimately deliver higher-quality patient care.

Quinn D & Johnson R, Workplace Stress and Employee Support Systems in Hospitals(2017)

The authors discuss the types of support systems available to hospital employees for managing stress and analyze employee perceptions of these systems. Quinn and Johnson examine the various support systems designed to help hospital employees manage stress. The research examines the types of support available, including counseling services, peer support groups, flexible work arrangements, and wellness programs. By analyzing employee perceptions, the study evaluates how effective these support systems are perceived to be in alleviating workplace stressors. Quinn and Johnson's findings highlight the importance of comprehensive support mechanisms tailored to the needs of healthcare workers, aiming to improve job satisfaction, reduce burnout, and enhance overall well-being within hospital environments.

Carter L, Staff Shortage and Its Consequences in Healthcare Settings (2017)

This paper discusses the pervasive issue of staff shortages in hospitals and its resultant stress on existing employees who face increased workloads and pressure. The article discusses how insufficient staffing levels lead to a range of negative consequences, including increased workload for existing staff, burnout, decreased quality of patient care, and longer wait times for patients. Carter underscores the importance of addressing these shortages through strategic

recruitment, retention efforts, and policy changes to ensure sustainable and effective healthcare delivery. The study also highlights the need for systemic solutions to mitigate the adverse effects of staff shortages on both healthcare professionals and patients.

Harris Q, Traumatic Events and Their Psychological Impact on Hospital Staff (2017)

The paper discusses the psychological toll of witnessing traumatic events on hospital employees, contributing to chronic stress and mental health issues. Harris Q examines the profound effects of traumatic events on the psychological well-being of hospital employees. The article underscores how exposure to distressing incidents, such as patient deaths, emergencies, and critical incidents, can lead to significant emotional stress, post-traumatic stress symptoms, and burnout among healthcare workers. Harris emphasizes the need for robust support systems within healthcare institutions, including counselling services, peer support groups, and training in resilience and coping strategies. Addressing these issues can help mitigate the negative psychological impacts of traumatic events and improve overall staff well-being and patient care outcomes.

Martin J, Role Ambiguity as a Source of Stress for Nurses (2017)

This research identifies role ambiguity as a significant stressor for nurses, impacting their job performance and satisfaction negatively. Martin J. explores how unclear job expectations and responsibilities contribute to stress among nurses. The article discusses how role ambiguity can lead to confusion, frustration, and anxiety among nursing staff, affecting their job satisfaction and overall well-being. Martin highlights that when nurses are uncertain about their roles, it can impact their ability to perform effectively, communicate with colleagues, and deliver quality patient care. The study underscores the importance of clarifying job roles, providing clear guidelines and expectations, and offering support and training to help nurses manage stress and perform their roles more effectively in healthcare settings.

Chen L, Stress Factors and Their Influence on Quality of Work Life in Hospital Staff (2017)

This paper examines specific stress factors in hospital settings and their direct impact on employees' work-life quality. Chen L investigates the various stress factors that impact the quality of work life among hospital staff. The article explores how factors such as high workload, interpersonal conflicts, organizational culture, and job demands contribute to stress levels among healthcare

professionals. Chen highlights that these stressors not only affect job satisfaction and morale but also influence overall well-being and performance in healthcare settings. The study likely emphasizes the importance of identifying and addressing stress factors through organizational interventions such as workload management strategies, conflict resolution training, supportive leadership, and employee wellness programs. By mitigating these stress factors, healthcare organizations can create a more positive work environment, enhance staff retention, and improve the quality of patient care.

Smith B, The Correlation Between High Workload and Stress in Hospital Staff (2017)

This research establishes a strong correlation between high workloads and elevated stress levels among hospital staff, highlighting the need for workload management. Smith B. explores how heavy workloads impact the stress levels of hospital staff. The article delves into the various factors contributing to high workload, such as patient influx, administrative tasks, and limited staffing, which collectively strain healthcare professionals. Smith highlights that prolonged exposure to excessive workload can lead to physical and emotional exhaustion, decreased job satisfaction, and increased burnout among hospital staff. The study underscores the need for healthcare institutions to implement workload management strategies, optimize staffing levels, and provide support systems to mitigate stress and improve staff well-being. By addressing the correlation between workload and stress, healthcare organizations can foster a healthier work environment and enhance the quality of patient care delivery.

Davis K, Role Ambiguity and Employee Stress in Hospitals (2016)

The study examines how unclear job roles and responsibilities lead to significant stress among hospital staff, affecting their performance and job satisfaction. The article reveals that role ambiguity, where employees are uncertain about their job responsibilities and expectations, significantly increases stress levels among hospital staff. This stress can lead to reduced job satisfaction, lower productivity, and higher turnover rates. Davis emphasizes the importance of clear communication and well-defined job roles to alleviate stress and improve overall workplace morale and efficiency. The study suggests that addressing role ambiguity is crucial for enhancing the well-being of hospital employees and the quality of patient care.

Klein T, Interpersonal Conflict and Its Stressful Consequences in Hospitals (2016)

This paper explores how conflicts between colleagues in hospitals escalate stress levels, affecting teamwork and patient care quality. Klein T explores the impact of interpersonal conflicts on stress levels among hospital staff. The article reveals that conflicts between healthcare professionals, such as disagreements over patient care decisions or communication breakdowns, significantly contribute to increased stress and tension in the workplace. Klein highlights that unresolved conflicts can lead to decreased job satisfaction, impaired teamwork, and ultimately affect patient outcomes. The study underscores the importance of conflict resolution strategies, communication skills training, and fostering a supportive work environment to mitigate interpersonal conflicts and promote a healthier workplace atmosphere in hospitals.

Owens D.R, Lack of Managerial Support and Its Impact on Healthcare Worker Stress (2016)

This study highlights how the absence of supportive management exacerbates stress among healthcare workers, affecting their productivity and morale. The article discusses how factors such as insufficient guidance, ineffective leadership, and lack of resources from management can lead to increased job strain, burnout, and decreased job satisfaction among employees. Owens highlights that when healthcare workers feel unsupported by their managers, it can negatively impact their morale, productivity, and overall well-being. The study underscores the importance of fostering strong managerial support systems, promoting open communication, and providing resources to help healthcare workers cope with job demands effectively. Addressing these issues can mitigate stress levels, improve employee retention, and enhance the quality of patient care in healthcare settings.

Taylor. R, Interpersonal Conflicts and Their Impact on Stress Levels in Hospitals (2016)

The article analyzes how interpersonal conflicts among hospital employees contribute to increased stress, suggesting conflict resolution strategies to mitigate this issue. Taylor R. examines how conflicts between individuals within hospital settings contribute to elevated stress levels among healthcare professionals. The article explores various sources of interpersonal conflicts, such as disagreements over patient care, communication breakdowns, and personality clashes, which can disrupt teamwork and compromise patient outcomes. Taylor highlights that

unresolved conflicts not only increase stress but also lead to decreased job satisfaction and productivity among hospital staff. The study underscores the importance of conflict resolution training, fostering open communication channels, and promoting a collaborative work culture to mitigate interpersonal conflicts and reduce stress levels in healthcare settings. By addressing these issues, healthcare organizations can create a more supportive environment that enhances staff well-being and improves overall hospital performance.

Davis S, Impact of Occupational Stress on Healthcare Workers' Quality of Work Life (2016)

The study investigates how occupational stressors such as workload and interpersonal conflicts degrade the quality of work life. Davis S explores how occupational stressors affect the overall quality of work life among healthcare professionals. The article delves into the various stress factors specific to healthcare settings, such as high patient volumes, critical care demands, administrative pressures, and interpersonal conflicts. Davis highlights that these stressors can lead to decreased job satisfaction, burnout, emotional exhaustion, and compromised physical health among workers. The study likely underscores the importance of identifying and addressing occupational stress through organizational strategies like workload management, supportive leadership, stress reduction programs, and promoting a healthy work-life balance. By mitigating stressors and improving work conditions, healthcare organizations can enhance the well-being of their staff, foster a more positive work environment, and improve the overall quality of patient care.

Fisher N, Lack of Organizational Support and Employee Stress in Healthcare (2015)

The research identifies the absence of adequate support from hospital management as a critical factor contributing to employee stress and burnout. Fisher N explores the relationship between insufficient organizational support and elevated stress levels among healthcare workers. The article reveals that a lack of support from management, inadequate resources, and poor communication significantly contribute to employee stress. This stress manifests in decreased job satisfaction, higher absenteeism, and reduced quality of patient care. Fisher emphasizes the need for robust organizational support systems, including effective communication channels, access to necessary resources, and strong managerial backing, to alleviate stress and enhance the well-being and productivity of healthcare employees.

Foster M, Healthcare Work Stress and Its Consequences on Employees Work-Life Balance (2015)

The research identifies the negative effects of work stress on employees' ability to maintain a healthy work-life balance. Foster M explores how stress in the healthcare sector affects the equilibrium between professional responsibilities and personal life among employees. The article delves into the unique stressors faced by healthcare workers, such as high patient volumes, long hours, emotional demands of patient care, and organizational pressures. Foster examines how these stressors impact various aspects of work-life balance, including relationships, leisure time, physical health, and overall well-being.

The study likely highlights the detrimental effects of work-related stress on job satisfaction, productivity, and employee morale within healthcare settings. It may also discuss the importance of organizational support systems and effective coping strategies in mitigating stress and promoting a healthier work-life balance for healthcare professionals. By addressing these issues, the article underscores the significance of fostering supportive work environments that prioritize employee welfare and ultimately contribute to enhanced job satisfaction and quality patient care.

These literature reviews collectively illustrate the multiple nature of stress among hospital employees, encompassing factors such as workload, interpersonal conflicts, staff shortages, role ambiguity, work shifts, lack of support, personal life interference, traumatic events, and communication gaps.

2.2 THEORETICAL FRAMEWORK

The theoretical framework for this study is grounded in several key theories and models of stress, organizational behaviour, and employee well-being. This framework will help to systematically investigate the factors contributing to stress among employees at Daya Hospital and analyze their perceptions of the existing stress support systems. The relevant theories and concepts include the Transactional Model of Stress and Coping, the Job Demand-Control-Support Model, and Organizational Support Theory

KEY CONCEPTS AND THEORIES

Stress:

Definition: Stress is a psychological and physiological response to perceived demands or threats that exceed an individual's coping resources.

Sources of Stress: Workplace demands, role conflict, work-life balance, organizational structure, interpersonal relationships, and personal factors. Stress is a natural and inevitable part of life that affects everyone at various points. It's the body's response to perceived threats or demands, triggering physiological, emotional, and behavioral changes to help cope with challenges. While some stress can be motivating and necessary for growth, excessive or prolonged stress can have detrimental effects on health, well-being, and overall quality of life.

Transactional model of stress and copying

The Transactional Model of Stress and Coping by Lazarus and Folkman suggests that stress is a result of the interaction between an individual and their environment. According to this model, stress occurs when an individual perceives that the demands of a situation exceed their resources to cope effectively. This model is particularly relevant to understanding how employees at Daya Hospital perceive and respond to stressors in their work environment

- **Primary Appraisal:** Employees assess whether a situation is stressful.
- **Secondary Appraisal:** Employees evaluate their ability to cope with the stressor.

Job Demand-Control-Support Model

The Job Demand-Control-Support Model posits that job stress is influenced by three key factors: job demands, job control, and social support. This model will help identify specific workplace factors contributing to stress among employees at Daya Hospital.

- **Job Demands:** The physical, psychological, social, and organizational aspects of a job that require sustained effort.
- **Job Control:** The degree to which employees can control their work activities and use their skills.
- **Social Support:** The extent of support employees receive from supervisors, colleagues, and the organization.

Organizational Support Theory

Organizational Support Theory suggests that employees form general perceptions about the extent to which the organization values their contributions and cares about their well-being. This theory will guide the analysis of employees' perceptions of the existing stress support system at Daya Hospital.

- **Perceived Organizational Support (POS):** Employees' beliefs about the organization's commitment to their well-being and the adequacy of support systems in place.

Physiological Responses to Stress

When faced with a stressor, the body activates its "fight-or-flight" response, releasing stress hormones like adrenaline and cortisol. These hormones increase heart rate, elevate blood pressure, and boost energy levels temporarily. This physiological reaction prepares the body to either confront the stressor or flee from it. Once the perceived threat diminishes, hormone levels return to normal, and the body relaxes.

2.2.1 TYPES OF STRESS

1. Acute Stress

Acute stress is a short-term response to immediate stressors, often referred to as the "fight-or-flight" response. It is a natural reaction triggered by perceived threats or challenges, preparing the body to react quickly. In healthcare settings, acute stress can occur during emergencies, critical incidents, or situations requiring immediate decision-making. While acute stress is typically brief and manageable, repeated exposure or prolonged acute stress can lead to cumulative effects on health and well-being.

2. Chronic Stress

Chronic stress results from persistent or long-term exposure to stressors, which may include ongoing work demands, interpersonal conflicts, organizational pressures, or personal life challenges. Healthcare professionals frequently experience chronic stress due to the demanding nature of their roles, continuous exposure to patient suffering, and the emotional toll of caregiving. Chronic stress can contribute to exhaustion, burnout, and physical health problems if not adequately managed.

3. Workplace Stress

Workplace stress is specifically related to factors within the work environment that contribute to stress levels. Common workplace stressors for healthcare professionals include high patient caseloads, time pressure, long working hours, inadequate staffing, role ambiguity, and lack of resources or support. The healthcare sector's dynamic nature, regulatory pressures, and ethical dilemmas further exacerbate workplace stress, impacting job satisfaction and overall well-being.

4. Role Stress

Role stress refers to stress arising from conflicting or unclear job expectations, responsibilities, or roles within the organization. In healthcare, role stress can manifest as role overload, excessive workload, role conflict, conflicting job demands or expectations, or role ambiguity (unclear job responsibilities or objectives). Role stressors undermine job performance, teamwork, and job satisfaction, contributing to psychological distress among healthcare professionals.

5. Interpersonal Stress

Interpersonal stress stems from interactions with colleagues, supervisors, patients, and their families. Healthcare professionals navigate complex interpersonal relationships that can be emotionally demanding, especially when dealing with patient care, communication breakdowns, conflicts, or ethical dilemmas. Poor communication, lack of support from colleagues or supervisors, and workplace bullying or harassment can intensify interpersonal stress, affecting teamwork and organizational culture.

6. Organizational Stress

Organizational stress arises from factors related to the hospital or healthcare organization's structure, culture, policies, and management practices. Issues such as inadequate leadership support, ineffective communication channels, rigid hierarchies, unclear decision-making processes, and insufficient resources contribute to organizational stress. Healthcare professionals may feel frustrated, powerless, or disconnected from organizational goals, impacting job satisfaction and morale.

7. Personal Stress

Personal stress encompasses stressors originating from outside of work, including family responsibilities, financial concerns, health issues, and personal life events. Healthcare professionals juggle demanding careers with personal obligations, leading to work-life conflicts and added pressure. Personal stressors can exacerbate job-related stress, affecting emotional resilience, coping mechanisms, and overall well-being.

2.2.2 IMPACT OF STRESS ON HEALTH

- **physical Health:**

chronic stress contributes to various physical health problems, including cardiovascular diseases, hypertension, digestive issues, weakened immune system, and headaches. Prolonged activation of stress hormones can increase inflammation in the body, exacerbating these conditions.

- **Mental Health:**

Stress has significant implications for mental health, contributing to anxiety disorders, depression, mood swings, irritability, and difficulty concentrating or making decisions. Long-term stress can also impair memory and cognitive function.

- **Behavioral Changes:**

Coping mechanisms for stress can lead to unhealthy behaviors such as overeating or undereating, substance abuse, social withdrawal, and insomnia. These behaviors further exacerbate stress and contribute to a cycle of negative health outcomes.

- **Impact on Relationships**

Stress can strain personal and professional relationships. Individuals experiencing high levels of stress may become irritable, withdrawn, or overly emotional, leading to conflicts and misunderstandings with family, friends, and colleagues. This strain on relationships can create a vicious cycle, where stress leads to relationship issues, which in turn increase stress levels, further impacting overall well-being.

- **Work Performance and Productivity**

In a professional setting, stress can significantly impair work performance and productivity. Stress can lead to decreased motivation, poor concentration, and an increase in errors and accidents. It can also contribute to higher absenteeism rates and lower job satisfaction. Over time, this can result in diminished career progression and increased turnover rates within organizations.

- **Long-Term Health Consequences**

Prolonged stress can have severe long-term health consequences. Chronic stress is linked to serious conditions such as heart disease, diabetes, and chronic respiratory disorders. It can also accelerate the aging process and contribute to the development of neurodegenerative diseases such as Alzheimer's disease. Therefore, managing stress effectively is crucial for maintaining long-term health and quality of life.

2.2.3 FACTORS CONTRIBUTING TO STRESS

Working in a hospital can be inherently stressful due to a combination of factors unique to healthcare environments. These factors can significantly impact the well-being of hospital employees, contributing to stress in various ways:

1. **Workload:**

Healthcare professionals often face heavy workloads, with demanding schedules and high patient volumes. This can lead to feelings of overwhelm, fatigue, and pressure to deliver timely and effective care.

2. **Patient Care Demands:**

Providing care to patients who are critically ill, in pain, or facing life-threatening conditions can be emotionally and physically taxing. Healthcare workers may experience stress related to the intensity and complexity of patient care needs.

3. **Time Pressures:**

Healthcare settings operate under time-sensitive conditions where quick decisions and actions are crucial. This can create stress as employees strive to meet deadlines for patient treatments, documentation, and administrative tasks.

4. **Emotional Demands:**

Healthcare professionals regularly encounter situations that evoke strong emotions, such as dealing with patient suffering, death, or grieving families. Coping with these emotional demands can lead to compassion fatigue and burnout.

5. **Interpersonal Relationships:**

Conflicts or misunderstandings with colleagues, supervisors, patients, or their families can contribute to workplace stress. Effective communication and teamwork are essential for managing these relationships and reducing tension.

6. **Job Insecurity:**

Concerns about job stability, career advancement opportunities, or organizational changes can cause stress among hospital employees, impacting their sense of security and job satisfaction.

7. **Work-Life Balance:**

Shift work, long hours, and irregular schedules can disrupt employees' ability to maintain a healthy work-life balance. This imbalance can lead to fatigue, reduced personal time, and increased stress.

8. **Physical Work Environment:**

Factors such as noise levels, temperature variations, ergonomic challenges, and inadequate facilities can affect the physical comfort and safety of healthcare workers. Addressing these environmental factors is crucial for reducing stress and promoting well-being.

9. **Uncertainty and Crisis Management:**

Hospitals operate in dynamic environments where unexpected emergencies, crises, or outbreaks can occur. The uncertainty and pressure of managing such situations can heighten stress levels among employees.

10. **Lack of Resources:**

Insufficient staffing, equipment shortages, or limited access to necessary supplies can hinder healthcare professionals' ability to deliver optimal care. Feeling under-resourced can lead to frustration, inefficiency, and stress.

Addressing these stress factors requires proactive management strategies and support systems within healthcare organizations. This includes promoting a supportive organizational culture, providing resources for stress management and resilience training, fostering open communication channels, and implementing policies that prioritize employee well-being. By recognizing and mitigating these stressors, hospitals can create healthier work environments that enhance employee satisfaction, retention, and the quality of patient care.

2.2.4 QUALITY OF WORK LIFE (QWL):

Definition: Quality of Work Life refers to the overall quality of an employee's work environment, including job satisfaction, work conditions, and work-life balance.

- Dimensions of QWL: Job security, compensation, job satisfaction, working conditions, opportunities for growth, and work-life balance.
- Quality of Work Life (QWL) refers to the overall satisfaction, happiness, and well-being experienced by employees in relation to their work environment. It encompasses various factors that contribute to an individual's perception of their job and work conditions, beyond just the compensation and benefits provided. QWL is influenced by both objective and subjective measures that impact the overall work experience. Key aspects of quality of work life include:

1. **Job Satisfaction:**

The extent to which employees feel satisfied and fulfilled with their job roles, tasks, and responsibilities. Job satisfaction is influenced by factors such as workload, job security, career development opportunities, and the nature of the work itself.

2. **Work Environment:**

The physical, social, and psychological aspects of the workplace that contribute to employees' comfort, safety, and well-being. This includes factors like workplace design, safety measures, cleanliness, and the availability of necessary resources and equipment.

3. **Work-Life Balance:**

The ability of employees to effectively balance their work responsibilities with personal and family commitments. Achieving a healthy work-life balance is crucial for reducing stress, promoting overall well-being, and preventing burnout.

4. **Career Development:** Opportunities for career advancement, skill development, training, and learning within the organization. Employees value organizations that invest in their professional growth and provide pathways for career progression.

5. **Organizational Culture:**

The values, norms, beliefs, and attitudes that shape the workplace environment. A positive organizational culture fosters open communication, trust, respect, and collaboration among employees and management.

6. **Work Relationships:** The quality of relationships and interactions among colleagues, supervisors, and subordinates. Positive work relationships contribute to a supportive and cohesive work environment, while conflicts or poor communication can negatively impact QWL.

7. Recognition and Rewards:

Acknowledgment and appreciation for employees' contributions, achievements, and efforts. Recognition programs, performance-based incentives, and non-monetary rewards contribute to job satisfaction and motivation.

8. Workload and Stress Levels:

The balance between job demands and the resources available to meet those demands. Excessive workload, job stress, and burnout can diminish QWL and impact overall job satisfaction and performance.

9. Health and Well-being:

Supportive policies, programs, and initiatives that promote employees' physical and mental health. This includes access to healthcare benefits, wellness programs, ergonomic accommodations, and stress management resources.

10. Job Security and Stability:

Employees' perception of job security, stability, and the organization's commitment to long-term employment. Job insecurity can lead to anxiety and uncertainty, affecting QWL and overall morale.

Improving quality of work life is essential for organizations aiming to attract and retain talent, enhance employee engagement and productivity, and create a positive workplace culture. By prioritizing QWL factors and addressing employee needs and concerns, organizations can foster a more satisfying and fulfilling work experience for their employees.

2.2.5 STRESS AND QUALITY OF WORK LIFE

The impact of stress on the quality of work life is profound and can affect various aspects of an individual's professional experience and overall well-being. Here are some key ways in which stress can influence the quality of work life:

1. **Job Satisfaction:**

High levels of stress can diminish job satisfaction by creating feelings of frustration, dissatisfaction, and a lack of fulfillment in one's role. Employees may feel less engaged and motivated, affecting their overall happiness at work.

2. **Physical Health:**

Chronic stress is linked to a range of physical health issues, including fatigue, headaches, muscle tension, and sleep disturbances. Prolonged exposure to stress hormones like cortisol can weaken the immune system, making individuals more susceptible to illnesses.

3. **Mental Health:**

Stress can negatively impact mental health, leading to anxiety, depression, and mood swings. It can impair cognitive function, affecting decision-making abilities, concentration, and memory retention—all crucial for effective job performance.

4. **Work Performance:**

Increased stress levels can impair job performance by reducing productivity, accuracy, and efficiency. Employees may struggle to concentrate on tasks, make errors more frequently, and experience difficulty in meeting deadlines.

5. **Work Relationships:** Stress can strain relationships with colleagues and supervisors. It may lead to conflicts, misunderstandings, and breakdowns in communication, negatively affecting teamwork and collaboration.

6. Absenteeism and Turnover:

High stress levels can contribute to increased absenteeism as employees may take more sick days or personal leave to cope with physical or mental health issues. Additionally, chronic stress can contribute to higher turnover rates as employees seek less stressful work environments.

7. Work-Life Balance:

Stress can disrupt work-life balance by blurring the boundaries between work and personal life. Employees may find it challenging to unwind or disconnect from work-related stressors, impacting their ability to recharge and enjoy personal time.

8. Career Development:

Persistent stress may hinder career growth and development opportunities as individuals may feel overwhelmed or unable to focus on professional development activities such as training, networking, or taking on new responsibilities.

9. Organizational Climate:

Stress can influence the overall organizational climate by contributing to a negative workplace culture characterized by low morale, reduced morale, and decreased employee engagement. This, in turn, can affect teamwork, innovation, and organizational effectiveness.

10. Overall Well-being:

Ultimately, chronic stress can diminish overall well-being by eroding job satisfaction, personal fulfillment, and quality of life. It can create a cycle where stressors at work spill over into personal life and vice versa, leading to a pervasive sense of dissatisfaction and unhappiness.

Addressing the stress of employees in Daya hospital requires proactive measures from both individuals and organizations. Organizations can implement strategies such as promoting work-life balance, offering stress management programs, providing supportive leadership, fostering a positive work environment, and encouraging open communication. Individuals can practice self-care, set boundaries, seek social support, and develop resilience to better cope with and manage stressors in the workplace. By addressing stress effectively, organizations can create healthier and more productive work environments that support employee well-being, job satisfaction, and overall organizational success.

2.2.6 DEMOGRAPHIC IMPACT ON STRESS LEVEL

- Age:

Younger employees may experience more stress due to career uncertainties, while older employees may face stress from health concerns.

- Gender:

Women may experience additional stress due to gender roles and expectations, work-life balance issues.

- Marital Status:

Married employees might face stress from balancing family and work responsibilities.

- Educational Level:

Higher educational attainment may correlate with better coping mechanisms but also with higher job demands.

- Job Position:

Senior positions may come with more responsibilities and stress, but also with greater control and coping resources.

2.2.7 STRATEGIES TO MANAGE STRESS

1. Organizational Interventions

- Improve Work Environment:
 - Ensure a safe, clean, and adequately equipped work environment.
 - Reduce noise levels and provide comfortable break areas.
- Manage Workload:
 - Implement staffing solutions to reduce workload and prevent burnout.
 - Encourage efficient task distribution and minimize mandatory overtime.
- Enhance Communication:
 - Foster open and transparent communication channels.
 - Ensure that employees are kept informed about organizational changes and decisions.
- Provide Adequate Resources:
 - Ensure that employees have the necessary tools and resources to perform their duties efficiently.
 - Invest in technology and equipment that can reduce manual workload.

2. Support Systems

- Counseling and Mental Health Services
 - Offer on-site counseling services and mental health support.
 - Provide access to Employee Assistance Programs (EAPs) for confidential support.
- Peer Support Groups:
 - Establish support groups where employees can share experiences and coping strategies.
 - Encourage mentoring programs to provide guidance and support from experienced colleagues.
- Management Support:
 - Train managers to recognize signs of stress and provide appropriate support.
 - Encourage a supportive leadership style that prioritizes employee well-being.

3. Training and Development

- Stress Management Training
- Conduct workshops on stress management techniques, such as mindfulness, relaxation exercises, and time management.
- Provide training on coping strategies and resilience building.
- Professional Development:
- Offer opportunities for skill development and career advancement.
- Encourage continuous learning and professional growth to enhance job satisfaction.

4. Work-Life Balance

- Flexible Work Schedules:
- Implement flexible working hours and shift rotations to accommodate personal needs.
- Encourage the use of paid time off and ensure employees take their breaks.
- Workload Management:
- Promote reasonable workload expectations and avoid unrealistic deadlines.
- Provide support for employees balancing work and personal responsibilities.

5. Health and Wellness Programs

- Physical Health Initiatives
- Provide on-site fitness facilities or discounted gym memberships.
- Organize wellness activities like yoga, meditation, and exercise classes.
- Nutrition and Healthy Lifestyle:
- Offer healthy meal options in the cafeteria and promote nutritious eating habits.
- Provide information and resources on maintaining a healthy lifestyle.

6. Recognition and Rewards

- Acknowledge Achievements:
- Regularly recognize and reward employees for their hard work and accomplishments.
- Implement a system for both formal and informal recognition.
- Career Advancement:

- Provide clear pathways for career growth and development.
- Offer incentives and rewards for outstanding performance and dedication.

7. Fostering a Positive Organizational Culture

- Create a Supportive Environment:
 - Encourage teamwork, collaboration, and mutual respect among staff.
 - Foster a culture where employees feel valued and appreciated.
- Promote Job Satisfaction:
 - Engage employees in decision-making processes and give them a sense of ownership.
 - Ensure that job roles are clear and that employees understand their contributions to the organization's goals.

8. Monitoring and Evaluation

- Regular Assessments:
 - Conduct regular surveys and assessments to monitor stress levels and identify areas of concern.
 - Use feedback to continuously improve stress management strategies.
- Tailored Interventions:
 - Develop personalized stress management plans based on individual needs and feedback.
 - Adjust interventions and support mechanisms as necessary to ensure effectiveness.

2.2.8 EXISTING STRESS SUPPORT SYSTEM FOR EMPLOYEES IN DAYA HOSPITAL

1. Employee Assistance Programs (EAP)

- Counseling Services:

Confidential counseling services are available to employees to discuss personal or work-related issues.

- Workshops and Seminars:

Regular workshops on stress management, time management, and work-life balance.

- Helpline:

24/7 helpline for immediate support and guidance.

2. Mental Health Resources

- On-site Psychologists/Psychiatrists:

Access to mental health professionals for one-on-one sessions.

- Stress Management Programs:

Programs specifically designed to help employees manage stress through various techniques like mindfulness and relaxation exercises.

3. Wellness Programs

- Fitness Programs:

Gym facilities, yoga classes, and other fitness programs to help employees stay physically active.

- Healthy Eating Initiatives:

Availability of healthy food options in the cafeteria, nutrition workshops.

- Health Screenings:

Regular health check-ups and screenings to monitor physical well-being.

4. Work Environment

- Flexible Work Hours:

Options for flexible scheduling to help employees balance work and personal life.

- Supportive Management:

Training for managers to recognize signs of stress and provide appropriate support.

- Peer Support Groups:

Formation of peer support groups where employees can share experiences and support each other.

5. Professional Development

- Training and Development:

Opportunities for professional growth which can help reduce job-related stress.

- Career Counseling:

Access to career counseling services to help employees plan and manage their careers.

6. Recreational Activities

- Team Building Activities:

Regularly scheduled team-building exercises and retreats.

- Social Events:

Organization of social events and outings to help employees relax and bond with colleagues.

7. Recognition and Rewards

- Employee Recognition Programs:

Programs to recognize and reward employees for their hard work and dedication.

- Incentive Programs:

Incentives for achieving certain milestones or goals, which can help boost morale and reduce stress.

8. Feedback Mechanisms

- Surveys and Feedback Forms:

Regular surveys to gauge employee satisfaction and identify areas for improvement.

- Suggestion Box:

A suggestion box for employees to anonymously share their concerns and suggestions.

9. Crisis Intervention

- Critical Incident Stress Management (CISM):

Support for employees involved in critical incidents, providing debriefings and counseling.

- **Emergency Leave Policies:**

Policies in place to allow employees to take leave during personal crises. By implementing and continuously improving these support systems, Daya Hospital aims to maintain a healthy and productive work environment, ensuring the well-being of its employees.

2.2.9 LIST OF VARIABLES

Objective 1: To identify the factors contributing to stress among employees in Daya Hospital

Dependent Variable:

- **Employee Stress Levels:** This is the main outcome variable that the study seeks to measure. It can be quantified using stress assessment tools such as surveys, questionnaires, or physiological indicators.

Independent Variables:

- **Workload:** The amount and intensity of work assigned to employees, including overtime and shift patterns.
- **Work Environment:** Physical conditions of the workplace, such as noise levels, cleanliness, and availability of resources.
- **Job Role and Responsibilities:** Specific duties and expectations associated with different positions within the hospital.
- **Interpersonal Relationships:** The quality of relationships and interactions with colleagues, supervisors, and patients.
- **Work-life Balance:** The extent to which employees can balance job demands with personal life and responsibilities.
- **Organizational Support:** Availability and effectiveness of institutional support such as training programs, counseling services, and managerial support.

- **Salary and Benefits:** Compensation, benefits, and financial rewards provided to employees.
- **Job Security:** The perceived stability and security of employment within the hospital.
- **Professional Development Opportunities:** Access to training, skill development, and career advancement opportunities.

Objective 2: To analyze the perception of employees on the existing stress support system in Daya Hospital

Dependent Variable:

- **Perception of Stress Support System:** This is the main outcome variable for this objective, representing employees' opinions, satisfaction, and attitudes towards the hospital's stress support mechanisms. It can be measured through surveys, interviews, or focus group discussions.

Independent Variables:

- **Availability of Stress Management Programs:**

Existence and accessibility of programs designed to help employees manage stress.

- **Effectiveness of Counseling Services:**

Perceived usefulness and impact of counseling and psychological support services offered by the hospital.

- **Training and Development in Stress Management:**

Availability and quality of training sessions focused on stress management techniques.

- **Support from Management:**

Level of support, empathy, and understanding shown by supervisors and management towards employee stress issues.

- **Peer Support Systems:**

Availability and effectiveness of peer support groups or buddy systems for stress relief.

- **Workload Management Policies:**

Policies in place to manage and distribute workload effectively to minimize stress.

- **Flexibility in Work Arrangements:**

Options for flexible working hours, remote work, or job sharing to help employees manage stress.

- **Communication Channels:**

Effectiveness of communication channels for reporting and addressing stress-related concerns.

- **Feedback Mechanisms:**

Systems for providing feedback on the effectiveness of the stress support measures and any improvements needed.

2.2.10 BENEFITS OF SUCCESSFULLY IMPLEMENTING A STRESS SUPPORT SYSTEM

Successfully implementing a stress support system for employees in a hospital setting can yield numerous benefits, both for individual employees and for the organization as a whole. Here are some key benefits:

Benefits for Employees:

1. Improved Mental and Physical Health:

- A well-implemented stress support system can help employees manage stress more effectively, reducing the risk of burnout, anxiety, depression, and other stress-related health issues.
- Access to counseling services, stress management workshops, and resilience training can equip employees with coping strategies and emotional support, enhancing their overall well-being.

2. Enhanced Job Satisfaction and Morale:

- Employees who feel supported in managing stress are likely to experience higher job satisfaction and morale.
- Recognizing and addressing stressors can lead to a more positive work environment, fostering a sense of value and appreciation among staff members.

3. Increased Productivity and Performance:

- Reduced stress levels contribute to improved concentration, focus, and job performance.
- Employees are more likely to be engaged and motivated when they feel their well-being is prioritized, leading to higher productivity levels and better patient care outcomes.

4. Lower Turnover Rates:

- Hospitals that prioritize employee well-being and provide effective stress support systems are likely to experience lower turnover rates.
- Reduced turnover leads to cost savings associated with recruitment, training, and maintaining continuity of care.

5. **Better Work-Life Balance:**

- Effective stress support systems often include initiatives such as flexible work schedules, time management strategies, and policies that promote work-life balance.
- Employees can better manage their professional and personal responsibilities, leading to reduced stress and improved quality of life.

Benefits for the Hospital/Organization:

1. **Enhanced Organizational Reputation:**

- Hospitals known for prioritizing employee health and well-being are viewed more favorably by prospective employees, patients, and the community.
- A positive reputation can attract top talent and strengthen relationships with stakeholders.

2. **Improved Patient Care and Safety:**

- Reduced stress among healthcare providers correlates with improved patient care quality and safety.
- Healthcare professionals who are less stressed are more attentive, make fewer errors, and provide more compassionate care to patients.

3. **Cost Savings:**

- Addressing stress proactively can lead to cost savings associated with absenteeism, presenteeism (reduced productivity while at work), and healthcare expenses related to stress-related illnesses.
- Investing in preventive measures and employee wellness programs can yield long-term financial benefits for the hospital.

4. **Increased Employee Engagement and Collaboration:**

- A supportive work environment fosters collaboration, teamwork, and open communication among healthcare teams.
- Engaged employees are more likely to contribute ideas, innovations, and solutions to improve patient outcomes and operational efficiency.

5. Compliance with Regulatory Standards:

- Many healthcare regulatory bodies emphasize the importance of employee health and well-being as part of quality-of-care standards.
- Hospitals that implement effective stress support systems demonstrate compliance with regulatory requirements and best practices in healthcare management.

successfully implementing a stress support system in a hospital benefits both employees and the organization by improving health outcomes, enhancing job satisfaction and productivity, reducing turnover rates, and strengthening organizational resilience.

CHAPTER III
DATA ANALYSIS & INTERPRETATION

3.1 DATA ANALYSIS

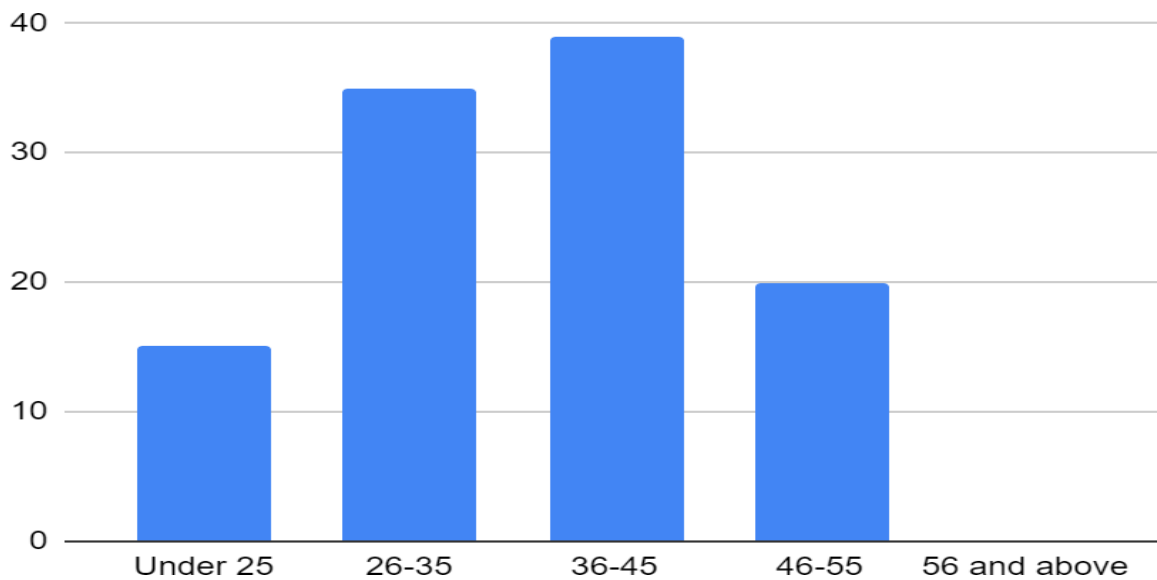
Data Analysis is the process of systematically applying statistical tools or logical techniques to describe and illustrate, condense and recap, and evaluate data. Data collected mainly through questionnaires and analyzed using various techniques including simple percentage analysis, Tables and graphs are used to illustrate the findings. They are visual representations of data used to organize information to show patterns and relationships. Percentage analysis used to identify and compare no. of respondents to various statements.

Data analysis plays an important role in a project report by providing the means to interpret and derive insights from gathered data. It begins with organizing and cleaning data to ensure accuracy and reliability. Through techniques like descriptive statistics, trends and patterns within the data are identified, offering a comprehensive overview of the project's findings. Moreover, inferential statistics enable researchers to make informed conclusions and generalizations based on sample data, extrapolating these findings to broader populations or contexts. Visual representations, such as charts or graphs, enhance understanding by illustrating key trends and relationships. Ultimately, data analysis in a project report not only validates research hypotheses but also guides decision-making, informs recommendations, and supports the project's overall objectives with empirical evidence. It serves as a cornerstone for presenting credible insights and actionable recommendations to stakeholders, ensuring the project's relevance and impact.

TABLE 3.1 AGE

AGE	NO. OF RESPONDENTS	PERCENTAGE
Under 25	15	13.76
26-35	35	32.11
36-45	39	35.79
46-55	20	18.34
56 and above	0	0
total	109	100

FIGURE 3.1 AGE



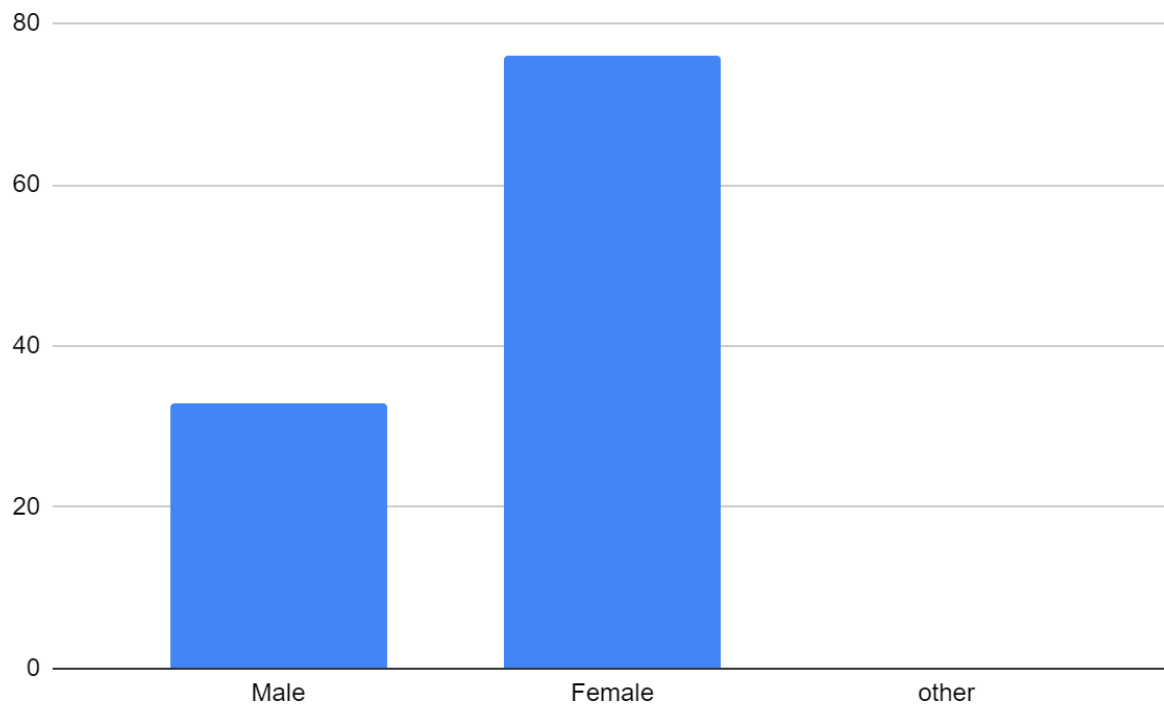
INTERPRETATION

From the above table and graph, it can be interpreted that out of 109 respondents, 13.76% have age less than 25, 32.11% lies in the age between 26-35, 35.79% lies in the age between 36-45, 18.34% lies in the age between 46-55 and zero respondents lies in the age category of 56 and above.

TABLE 3.2 GENDER

GENDER	NO. OF RESPONDENTS	PERCENTAGE
Male	33	30.28
Female	76	69.72
other	0	0
Total	109	100

FIGURE 3.2 GENDER



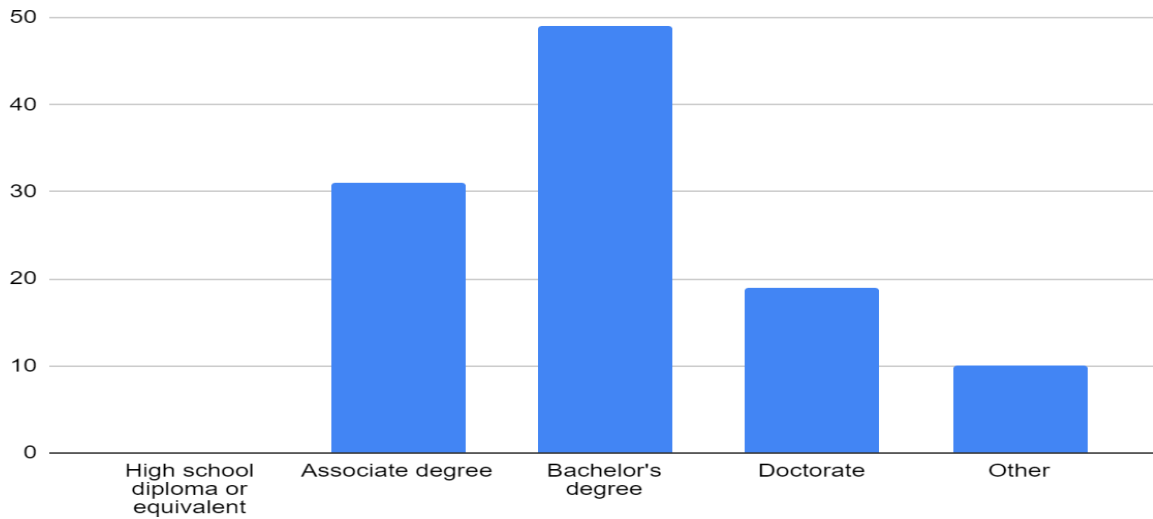
INTERPRETATION

From the above table and graph, it is interpreted that out of 109 respondents, 30.28 % of respondents are male and majority of respondents of 76% are female.

TABLE 3.3 EDUCATION LEVEL

EDUCATION LEVEL	NO. OF RESPONDENTS	PERCENTAGE
High school diploma or equivalent	0	0
Associate degree	31	28.44
Bachelor's degree	49	44.95
Doctorate	19	17.44
Other	10	9.17
Total	109	100

FIGURE 3.3 EDUCATION LEVEL



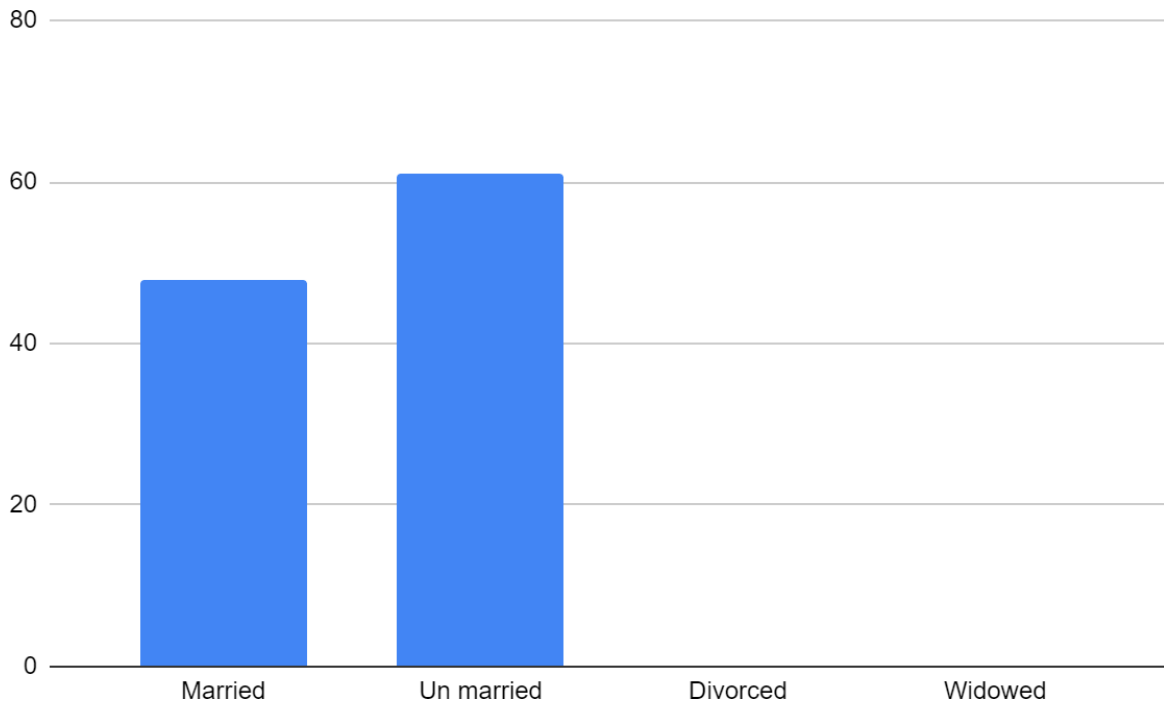
INTERPRETATION

From the above table and graph, it is interpreted that out of 109 respondents there is 0 despondence lies in the education level of high school diploma or equivalent, 28.44% of despondence have education level of associate degree, 44.95% lies in the education level of bachelor's degree, 17.44% of respondents have education level of doctorate and remaining 9.17% of respondents choose other options.

TABLE 3.4 MARITAL STATUS

MARITAL STATUS	NO. OF RESPONDENTS	PERCENTAGE
Married	48	44
Un married	61	56
Divorced	0	0
Widowed	0	0
Total	109	100

FIGURE 3.4 MARITAL STATUS



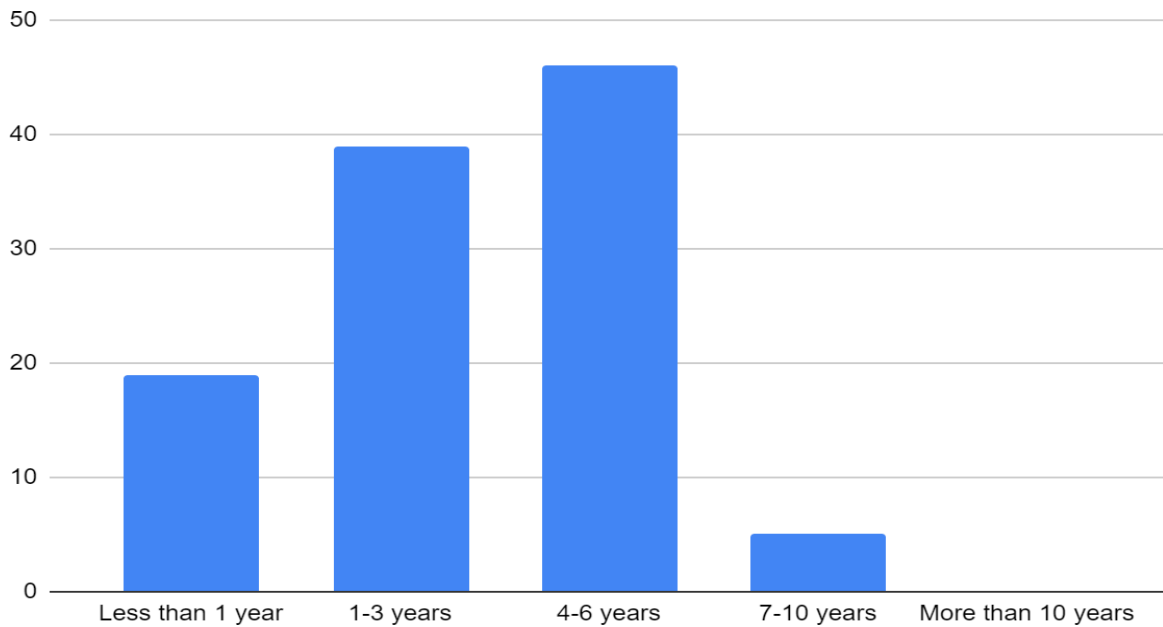
INTERPRETATION

From the above table and graph 44% of respondents are married and remaining respondents out of 109 respondents are unmarried.

TABLE 3.5 YEAR OF EXPERIENCE IN CURRENT JOB ROLE

YEAR OF EXPERIENCE	NO. OF RESPONDENTS	PERCENTAGE
Less than 1 year	19	17.5
1-3 years	39	35.7
4-6 years	46	42.2
7-10 years	5	4.6
More than 10 years	0	0
Total	109	100

FIGURE 3.5 YEAR OF EXPERIENCE IN CURRENT JOB ROLE



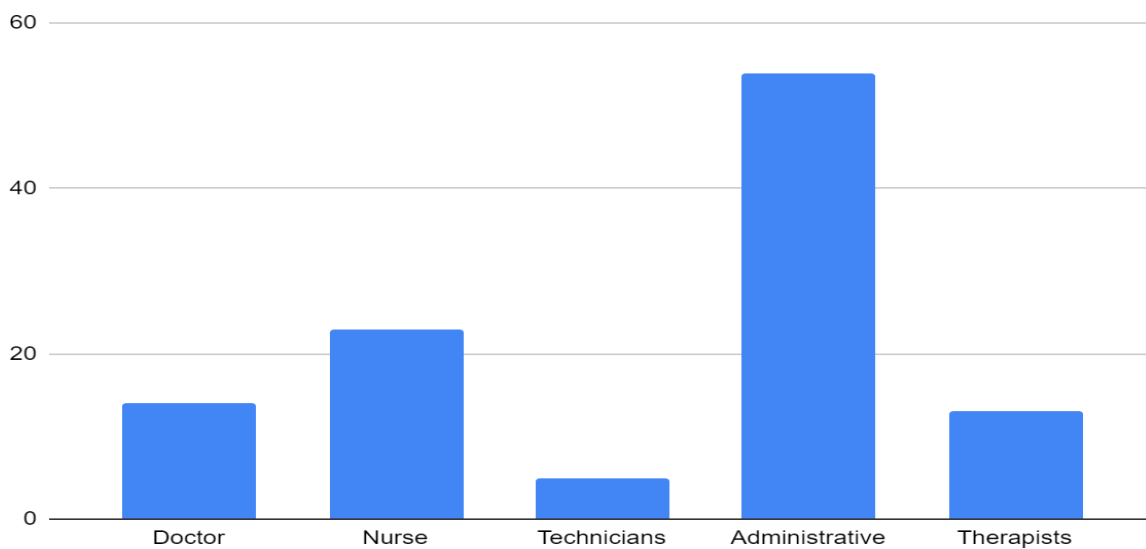
INTERPRETATION

From the above table and graph 17.5% of respondents have the experience less than 1 year in their current job role, 35.5% of respondents have experience of 1-3 years in the hospital, 42.2% of respondents have experience of 4-6 years, 4.6% of respondents have the experience of 7-10 years and none of them have the experience more than 10 years.

TABLE 3.6 JOB

JOB	NO. OF RESPONDENTS	PERCENTAGE
Doctor	14	13
Nurse	23	21
Technicians	5	5
Administrative	54	49
Therapists	13	12
Total	109	100

FIGURE 3.6 JOB



INTERPRETATION

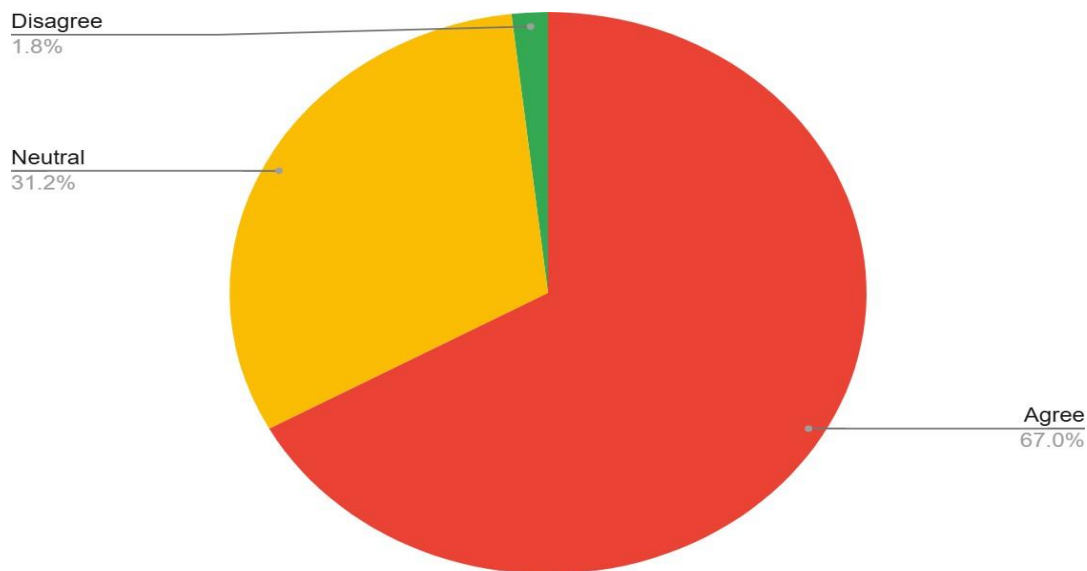
From the above table and graph 13% of respondent's doctors, 21% of respondents are nurse,5% of respondents are technicians,49% of respondents come under administrative jobs and the remaining 12% are therapists.

FACTORS CONTRIBUTING TO STRESS AMONG EMPLOYEES

TABLE 3.7 NO STRESS BECAUSE OF WORKLOAD

WORKLOAD	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	73	67.0
Neutral	34	31.2
Disagree	2	1.8
Strongly disagree	0	0
Total	109	100

FIGURE 3.7 NO STRESS BECAUSE OF WORKLOAD



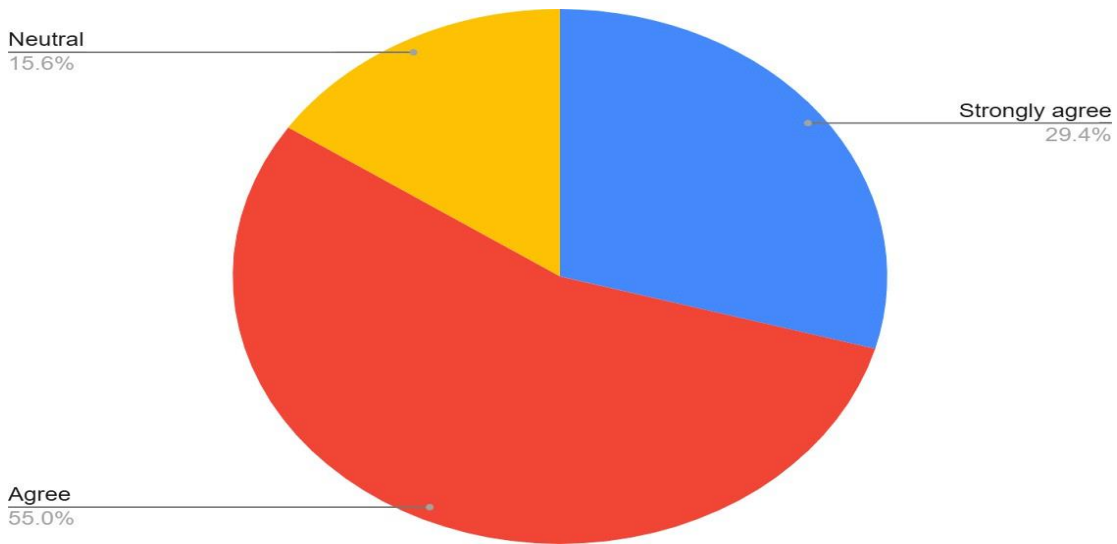
INTERPRETATION

From the above table and chart none of the respondents strongly agree with the statement that they don't feel stressed because of workload, 67% of the respondents agree with the statement, 31.2% of the respondents comes under neutral category, 1.8% disagree with the statement and none of the respondents strongly disagree with the statement

TABLE 3.8 NO STRESS BECAUSE OF INTERPERSONAL CONFLICTS

INTERPERSONAL CONFLICTS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	32	29.4
Agree	60	55.0
Neutral	17	15.6
Disagree	0	0
Strongly disagree	0	0
Total	109	100

FIGURE 3.8 NO STRESS BECAUSE OF INTERPERSONAL CONFLICTS



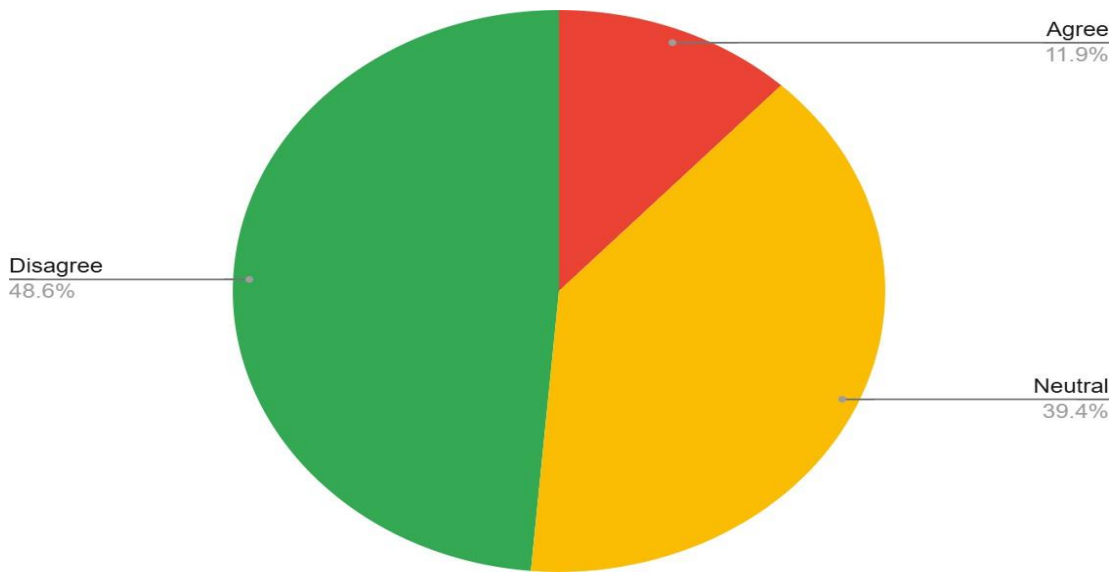
INTERPRETATION

From the above table and chart 29.4% of respondents strongly agree with the statement that they don't feel stressed because of interpersonal conflicts, 55% of the respondents agree with the statement, remaining 15.6% of the respondents come under neutral category. None of the respondents disagree and strongly disagree with the statement.

TABLE 3.9 NO STRESS BECAUSE OF STAFF SHORTAGE

STAFF SHORTAGE	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	13	11.9
Neutral	43	39.4
Disagree	53	48.6
Strongly disagree	0	0
Total	109	100

FIGURE 3.9 NO STRESS BECAUSE OF STAFF SHORTAGE



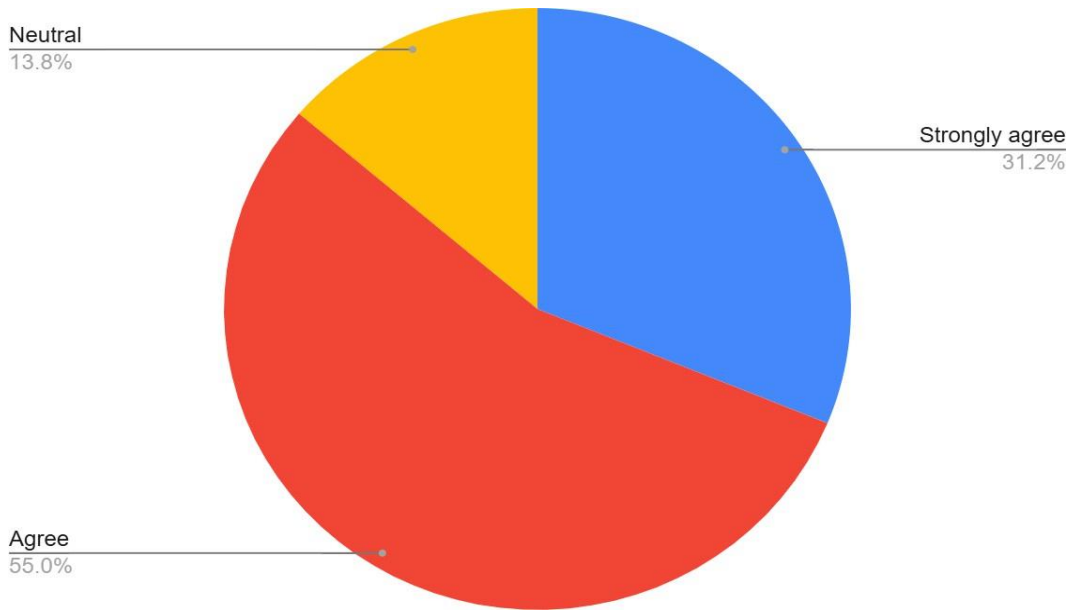
INTERPRETATION

From the above table and chart none of the respondents strongly agree with the statement that they don't feel stressed because of staff shortage, 11.9% of the respondents agree with the statement, 39.4% of the respondents comes under neutral category,48.6% of respondents disagree with the statement and none of the respondents strongly disagree with the statement

TABLE 3.10 NO STRESS BECAUSE OF UNCLEAR ROLE EXPECTATION

UNCLEAR ROLE EXPECTATION	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	34	31.2
Agree	60	55
Neutral	15	13.8
Disagree	0	0
Strongly disagree	0	0
Total	109	100

FIGURE 3.10 NO STRESS BECAUSE OF UNCLEAR ROLE EXPECTATION



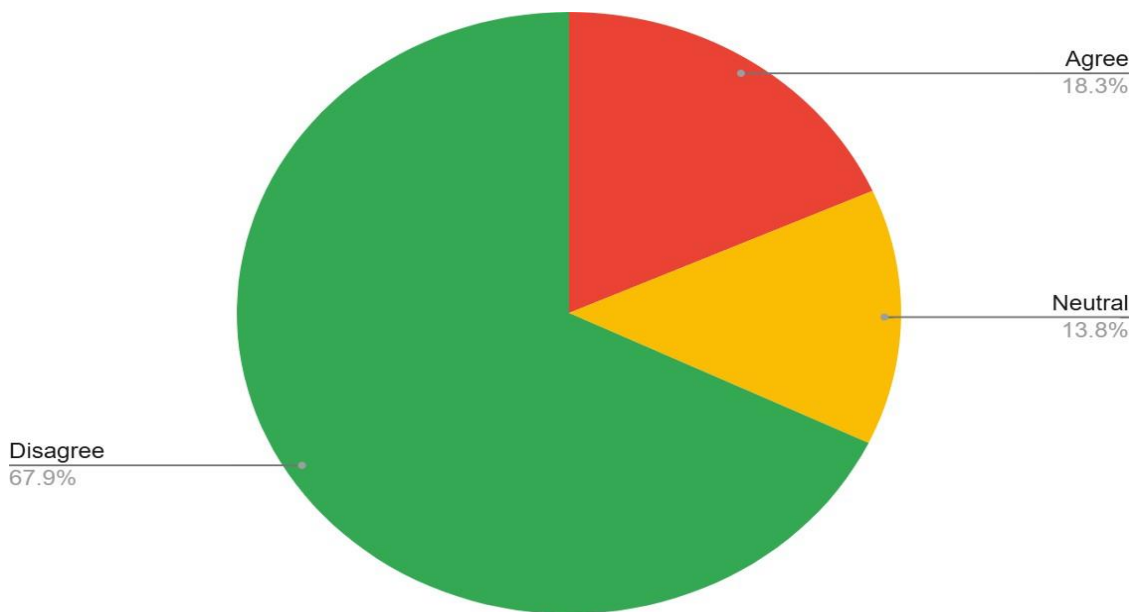
INTERPRETATION

From the above table and chart 31.2% of respondents strongly agree with the statement that they don't feel stressed because of unclear role expectations, 55% of the respondents agree with the statement and remaining 13.8% of the respondents come under neutral category.

TABLE 3.11 NO STRESS DUE TO ASSIGNED WORK SHIFT

WORK SHIFT	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	20	18.3
Neutral	15	13.8
Disagree	74	67.9
Strongly disagree	0	0
Total	109	100

FIGURE 3.11 NO STRESS DUE TO ASSIGNED WORK SHIFT



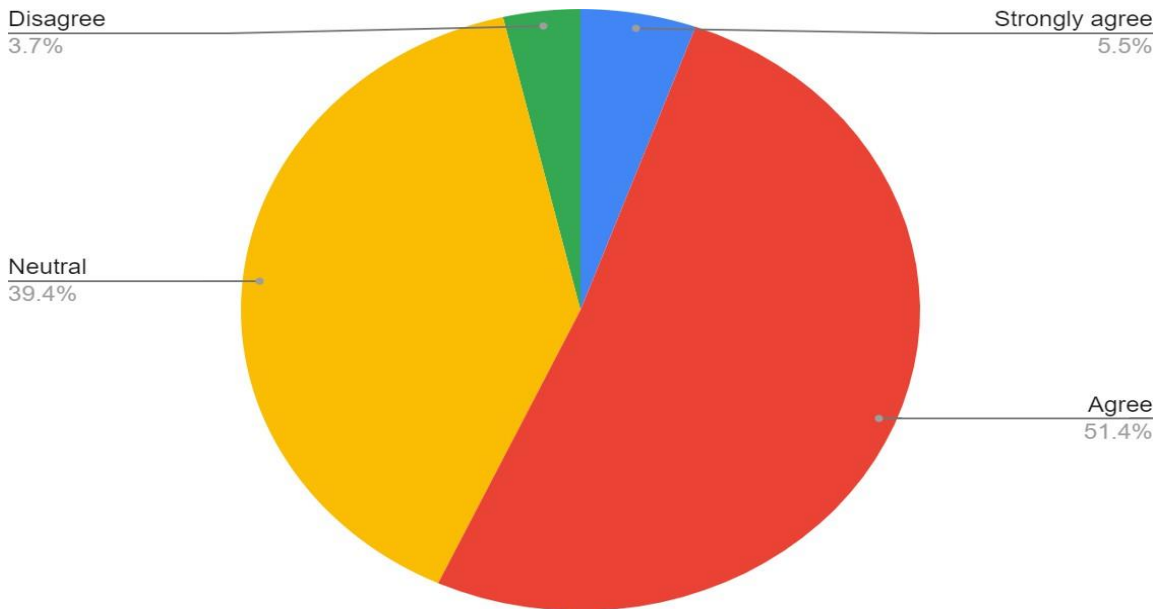
INTERPRETATION

From the above table and chart none of the respondents strongly agree with the statement that they don't feel stressed because of work shift, 18.3% of the respondents agree with the statement, 13.8% of the respondents comes under neutral category, 67.9% of respondents disagree with the statement and none of the respondents strongly disagree with the statement

TABLE 3.12 NO STRESS DUE TO LACK OF SUPPORT FROM COLLEAGUES AND SUPERVISORS

LACK OF SUPPORT	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	6	5.5
Agree	56	51.4
Neutral	43	39.4
Disagree	4	3.7
Strongly disagree	0	0
Total	109	100

FIGURE 3.12 NO STRESS DUE TO LACK OF SUPPORT FROM COLLEAGUES AND SUPERVISORS



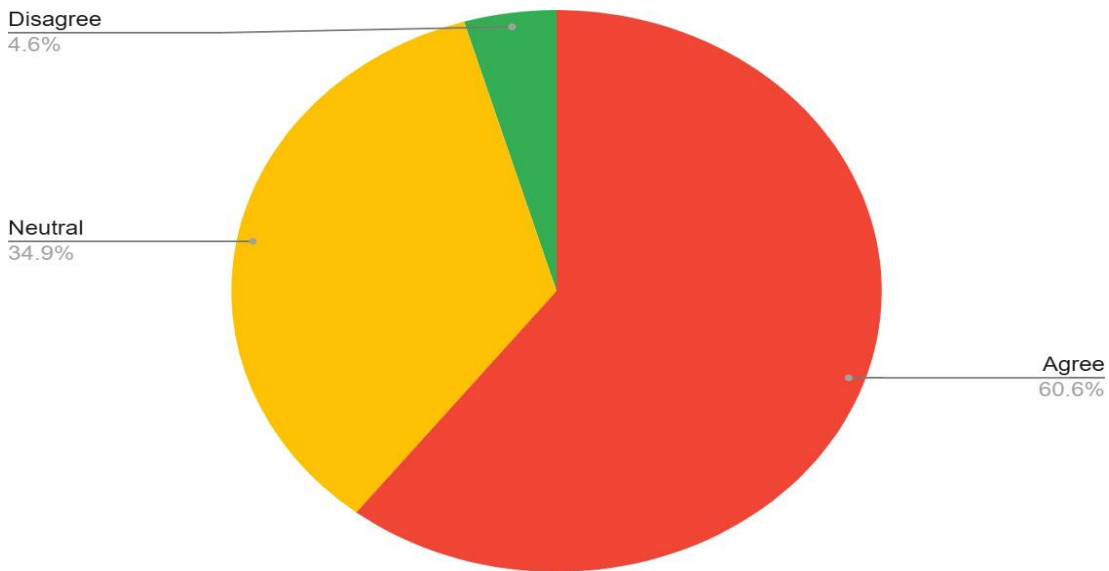
INTERPRETATION

majority (56%) agree that lack of support contributes to stress, a significant portion (39.4%) remains neutral, suggesting uncertainty or varying experiences among respondents. A small minority (9.2%) either disagree or strongly agree that lack of support is a stress factor.

TABLE 3.13 NO STRESS DUE TO INTERFERENCE FROM PERSONAL LIFE

INTERFERENCE FROM PERSONAL LIFE	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	66	60.6
Neutral	38	34.9
Disagree	5	4.5
Strongly disagree	0	0
Total	109	100

FIGURE 3.13 NO STRESS DUE TO INTERFERENCE FROM PERSONAL LIFE



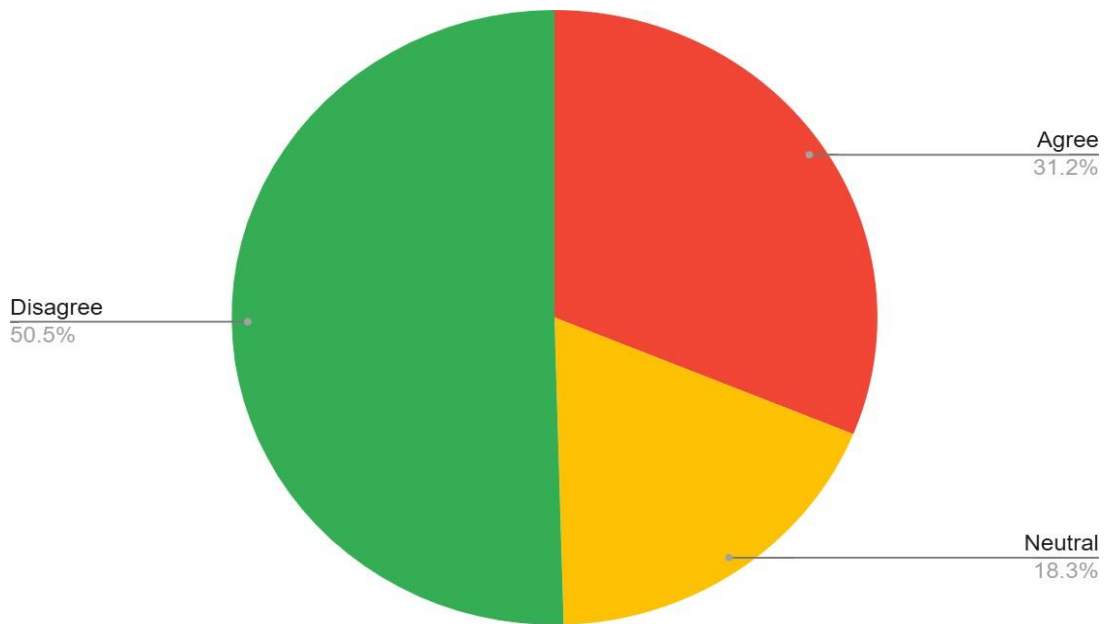
INTERPRETATION

From the above table and chart none of the respondents strongly agree with the statement that they don't feel stressed because of interference from personal life, 60.6% of the respondents agree with the statement, 34.9% of the respondents comes under neutral category, 4.5% of respondents disagree with the statement and none of the respondents strongly disagree with the statement.

TABLE 3.14 NO STRESS DUE TO TRAUMATIC EVENTS

TRAUMATIC EVENTS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	34	31.2
Neutral	20	18.3
Disagree	55	50.5
Strongly disagree	0	0
Total	109	100

FIGURE 3.14 NO STRESS DUE TO TRAUMATIC EVENTS



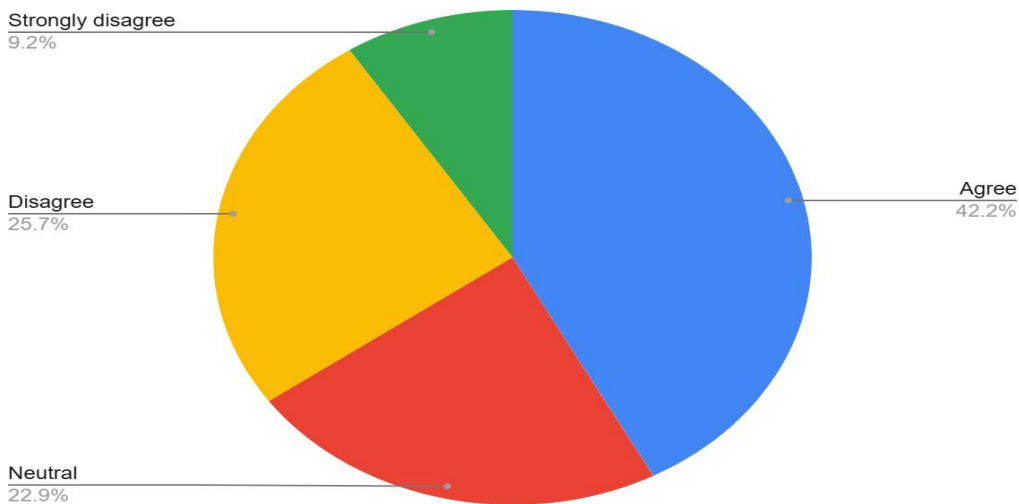
INTERPRETATION

From the above table and chart none of the respondents strongly agree with the statement that they don't feel stressed because of traumatic events, 31.2% of the respondents agree with the statement, 18.3% of the respondents comes under neutral category, 50.5% of respondents disagree with the statement and none of the respondents strongly disagree with the statement.

TABLE 3.15 NO STRESS DUE TO LACK OF EFFECTIVE COMMUNICATION AMONG STAFFS

EFFECTIVE COMMUNICATION	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	46	42.2
Neutral	25	22.9
Disagree	28	25.7
Strongly disagree	10	9.2
Total	109	100

FIGURE 3.15 NO STRESS DUE TO LACK OF EFFECTIVE COMMUNICATION AMONG STAFFS



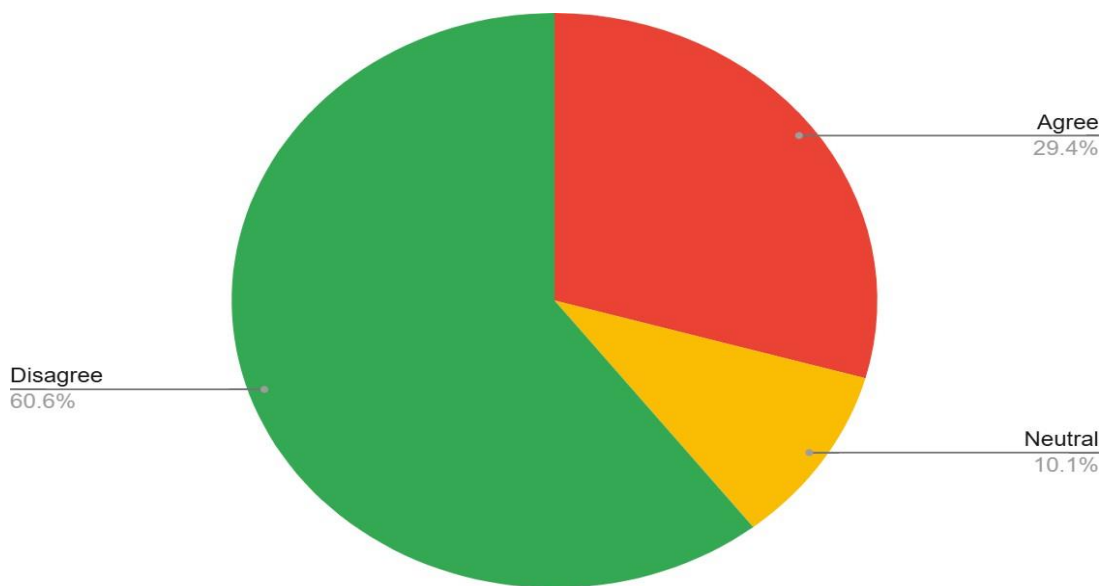
INTERPRETATION

From the above table and chart none of the respondents strongly agree with the statement that they don't feel stressed because of lack of effective communication among the staffs, 42.2% of the respondents agree with the statement, 22.9% of the respondents comes under neutral category, 25.7% of respondents disagree with the statement and 9.2 of the respondents strongly disagree with the statement.

TABLE 3.16 TECHNOLOGICAL ADVANCEMENT DOES NOT CAUSE STRESS

TECHNOLOGICAL ADVANCEMENT	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	32	29.4
Neutral	11	10.1
Disagree	66	60.6
Strongly disagree	0	0
Total	109	100

FIGURE 3.16 TECHNOLOGICAL ADVANCEMENT DOES NOT CAUSE STRESS



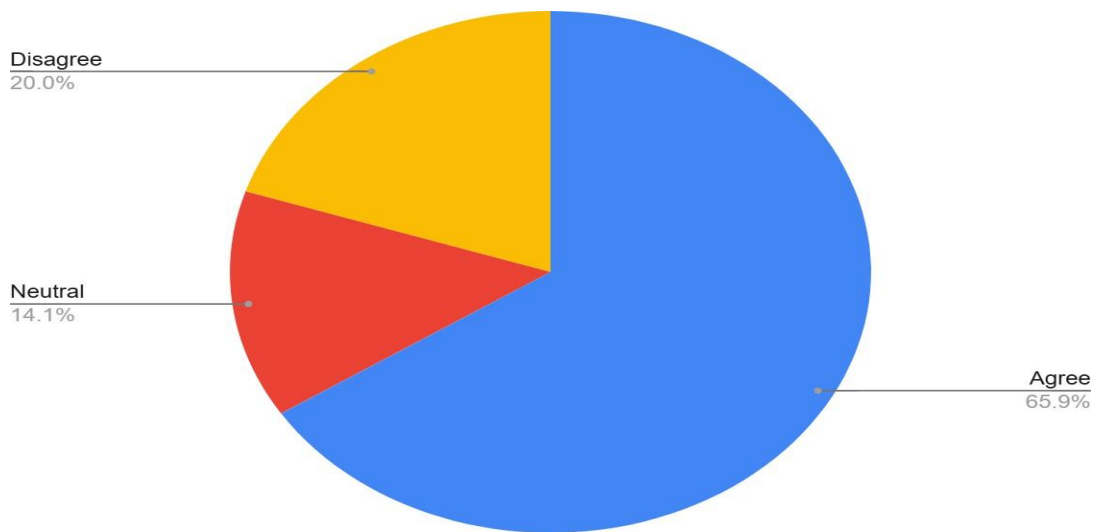
INTERPRETATION

The majority of respondents (60.6%) disagree that technological advancement does not cause stress, indicating that many employees perceive technological changes as a source of stress in their work environment. Only a minority (29.4%) agree that technological advancement does not cause stress, while a smaller portion (10.1%) remain neutral.

TABLE 3.17 LIMITED ACCESS TO NECESSARY RESOURCES DOES NOT CAUSE STRESS

LIMITED ACCESS TO RESOURCES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	24	0
Agree	56	29.4
Neutral	12	10.1
Disagree	17	60.6
Strongly disagree	0	0
Total	109	100

FIGURE 3.17 LIMITED ACCESS TO NECESSARY RESOURCES DOES NOT CAUSE STRESS



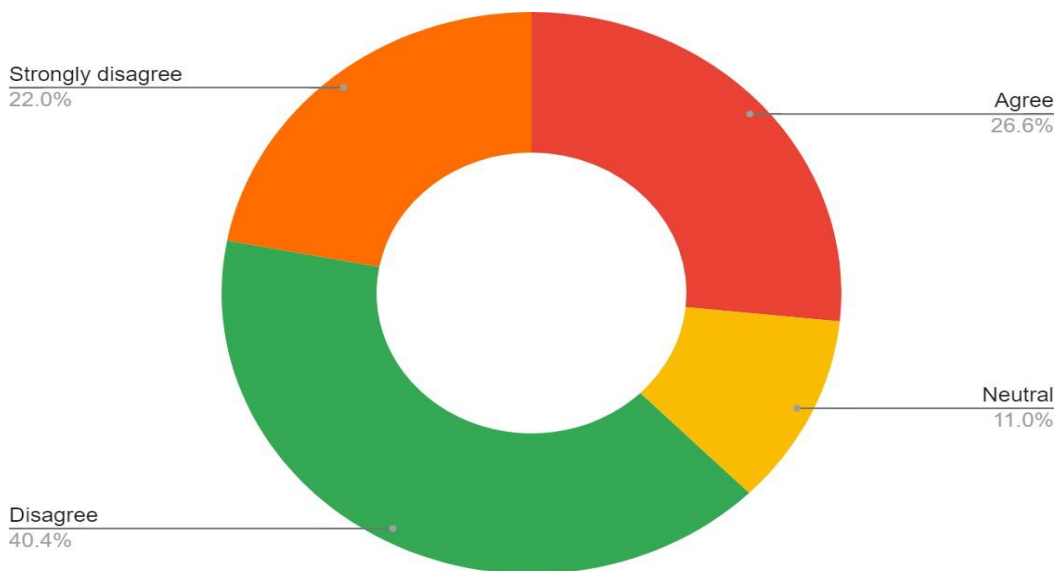
INTERPRETATION

A significant majority of respondents 73.4% agree or strongly agree that there is limited access to resources, indicating that many employees perceive a shortage or inadequate availability of resources in their work environment at Daya Hospital. Only a small proportion 15.6% disagree with this statement, while 11.0% remain neutral.

TABLE 3.18 FINANCIAL CONCERNS DOES NOT CONTRIBUTE TO STRESS

FINANCIAL CONCERNS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	29	26.6
Neutral	12	11.0
Disagree	44	40.4
Strongly disagree	24	22.0
Total	109	100

3.18 FINANCIAL CONCERNS DOES NOT CONTRIBUTE TO STRESS



INTERPRETATION

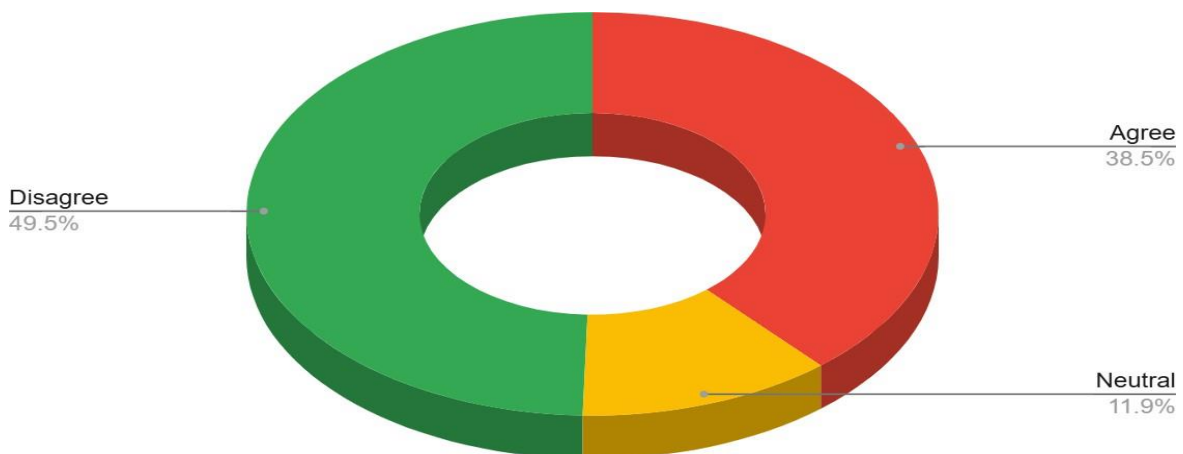
Only 26.6% of respondents agree that financial concerns do not contribute to their stress, while a notable 40.4% disagree and an additional 22.0% strongly disagree, highlighting that financial stress is prevalent among the workforce. Furthermore, 11.0% of respondents remain neutral, suggesting that for some, financial concerns may occasionally impact their stress levels

PERCEPTION OF THE EMPLOYEES ON THE EXISTING STRESS SUPPORT SYSTEM

TABLE 3.19 COUNSELING SERVICE IS EFFECTIVE IN MANAGING STRESS

COUNSELLING SERVICE	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	42	38.5
Neutral	13	11.9
Disagree	54	49.5
Strongly disagree	0	0
Total	109	100

FIGURE 3.19 COUNSELING SERVICE IS EFFECTIVE IN MANAGING STRESS



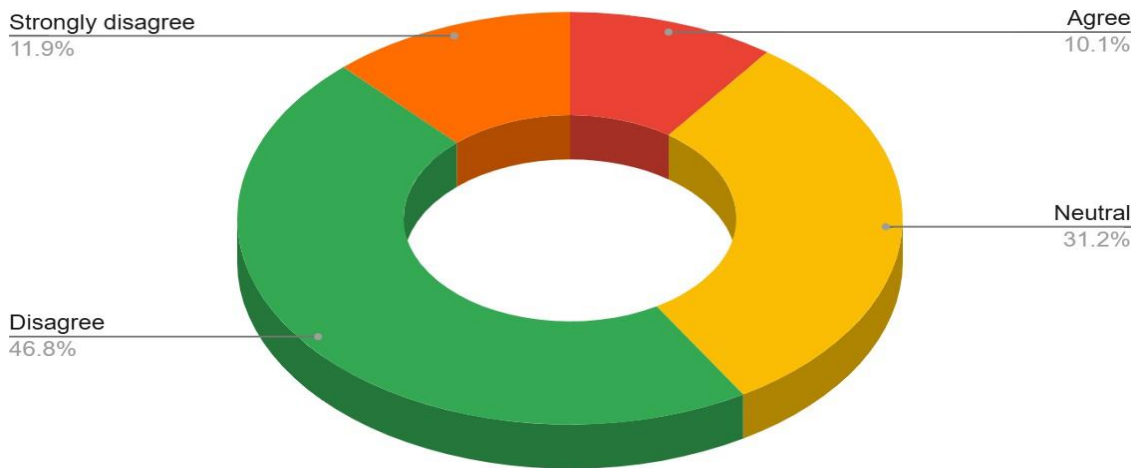
INTERPRETATION

The majority of employees at Daya Hospital do not find the current counseling services effective in managing their stress, with 63.3% expressing disagreement. Only 24.8% see some benefit, while 11.9% are neutral.

TABLE 3.20 STRESS RELIEF PROGRAMS IS EASILY ACCESSIBLE AND BENEFICIAL

STRESS RELIEF PROGRAMS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	11	10.1
Neutral	34	31.2
Disagree	51	46.8
Strongly disagree	13	11.9
Total	109	100

3.20 STRESS RELIEF PROGRAMS IS EASILY ACCESSIBLE AND BENEFICIAL



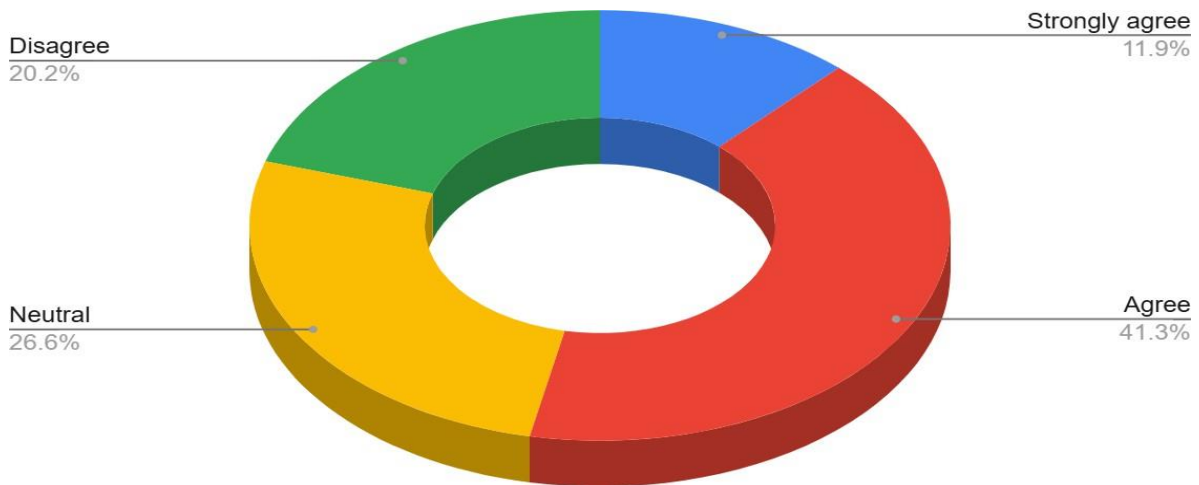
INTERPRETATION

The majority of employees do not find the stress relief programs at Daya Hospital to be easily accessible or beneficial, with 46.8% disagreeing and 11.9% strongly disagreeing. The neutral stance of 31.2% suggests some employees are uncertain or indifferent, while only 10.1% see the programs as effective and accessible.

TABLE 3.21 EMPLOYEE ASSISTANCE PROGRAM ADDRESS STRESS CONCERNS

EAP ADDRESS STRESS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	13	11.9
Agree	45	41.3
Neutral	29	26.6
Disagree	22	20.2
Strongly disagree	0	0
Total	109	100

FIGURE 3.21 EMPLOYEE ASSISTANCE PROGRAM ADDRESS STRESS CONCERNS



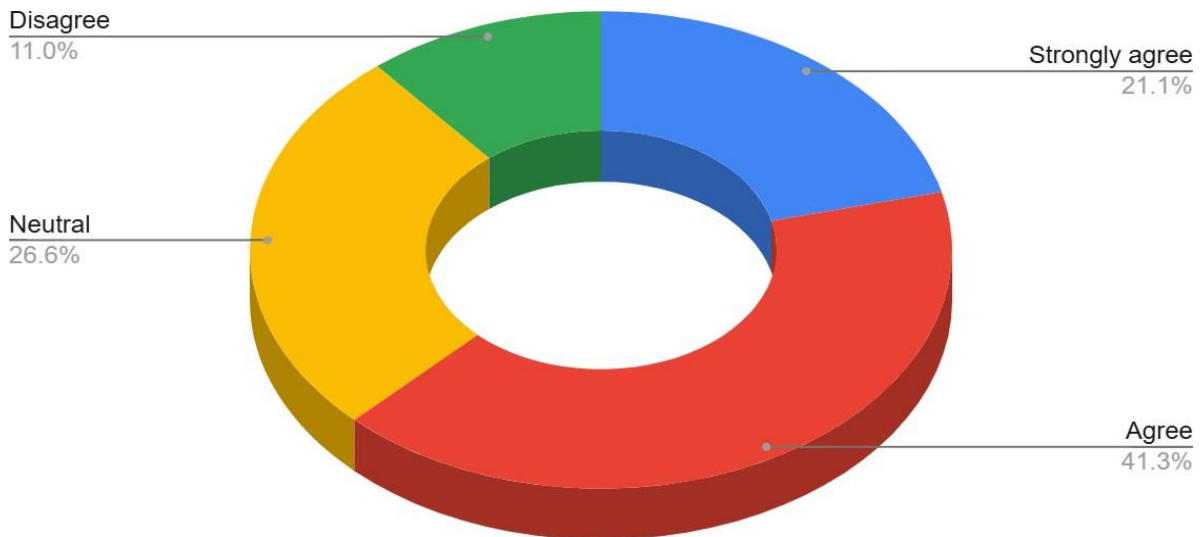
INTERPRETATION

From the above table and chart 11.9% of respondents strongly agree with the statement that the Employee Assistance Program at Daya Hospital is effective in addressing stress concerns.41.3% of respondents agree with the statement and with 26.6% neutral and 20.2% disagreeing with it.

TABLE 3.22 PEER SUPPORT GROUPS HELP IN REDUCING STRESS LEVEL

PEER SUPPORT GROUP HELP	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	23	21.1
Agree	45	41.3
Neutral	29	26.6
Disagree	12	11.0
Strongly disagree	0	0
Total	109	100

FIGURE 3.22 PEER SUPPORT GROUPS HELP IN REDUCING STRESS LEVEL



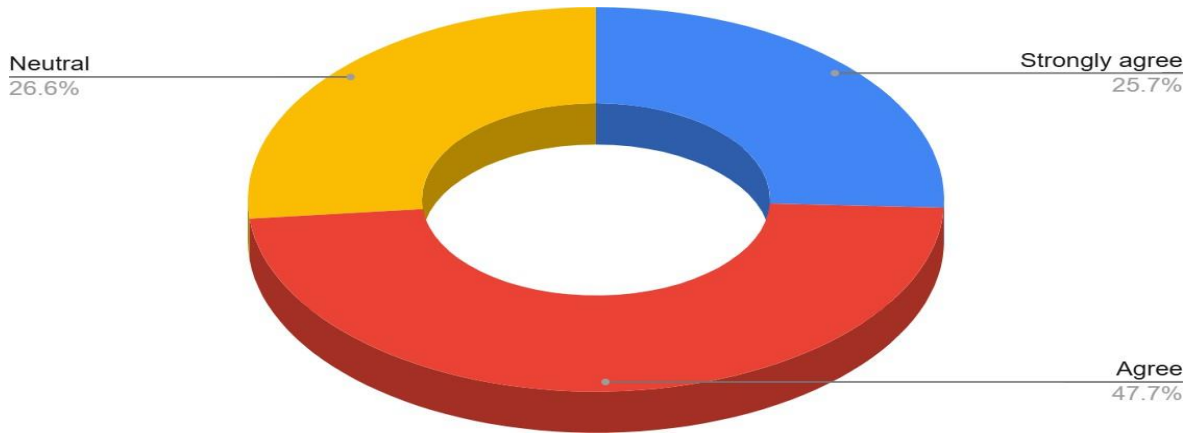
INTERPRETATION

From the above table and chart 21.1% of respondents strongly agree with the statement that the peer support group helps in reducing stress level .41.3% of respondents agree with the statement and with 26.6% neutral and 11.0% disagreeing with it.

TABLE 3.23 SUPERVISORS AND MANAGERS PROVIDE SUPPORT IN MANAGING WORK RELATED STRESS

PROVIDE SUPPORT	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	28	25.7
Agree	52	47.7
Neutral	29	26.6
Disagree	0	0
Strongly disagree	0	0
Total	109	100

3.23 SUPERVISORS AND MANAGERS PROVIDE SUPPORT IN MANAGING WORK RELATED STRESS



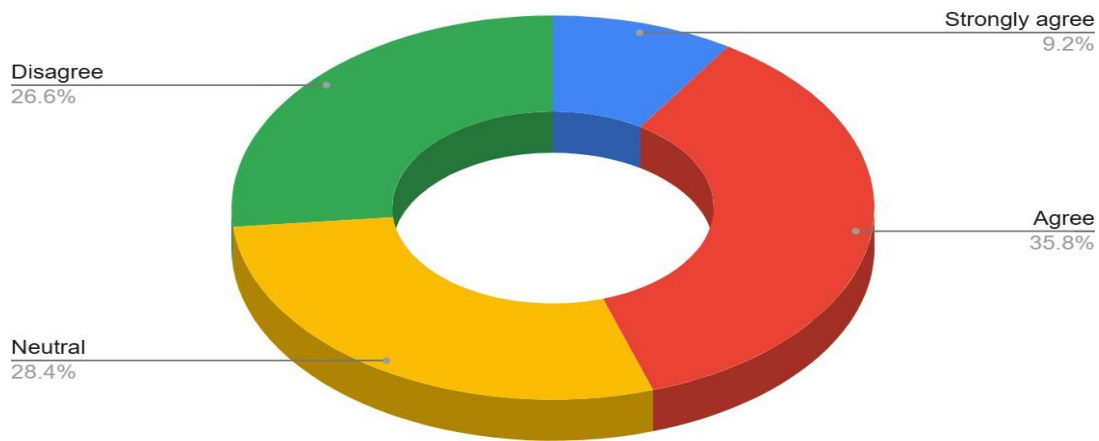
INTERPRETATION

From the above table and chart 25.7% of respondents strongly agree with the statement that the supervisors and managers provide adequate support in managing work related stress 47.7% of respondents agree with the statement and with 26.6% neutral and none of the respondents disagreeing with it.

TABLE 3.24 FLEXIBLE WORK ARRANGEMENTS REDUCE STRESS

FLEXIBLE WORK ARRANGEMENT	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	10	9.2
Agree	39	35.8
Neutral	31	28.4
Disagree	29	26.6
Strongly disagree	0	0
Total	109	100

FIGURE 3.24 FLEXIBLE WORK ARRANGEMENTS REDUCE STRESS



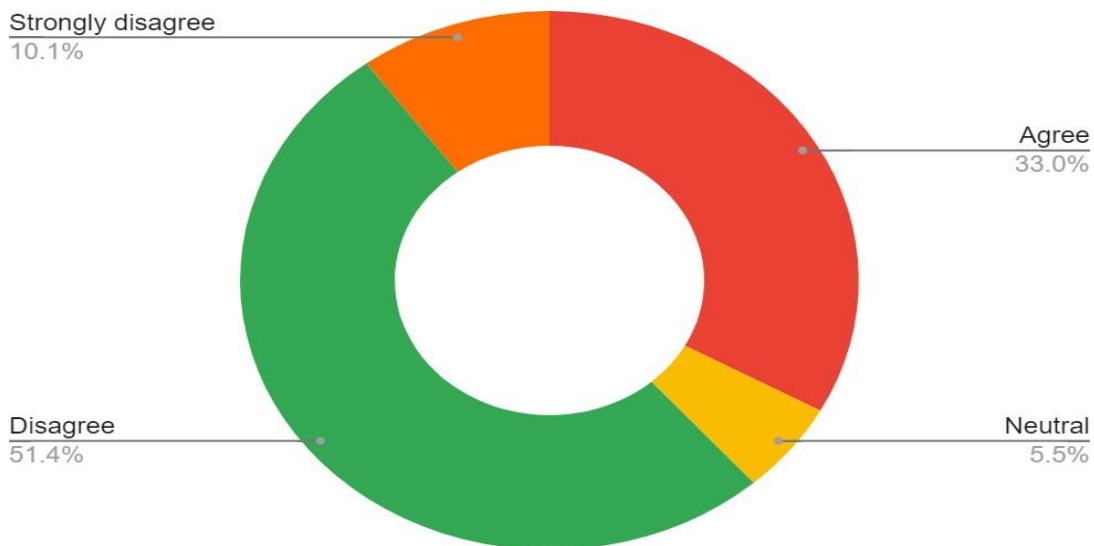
INTERPRETATION

From the above table and chart 9.2% of the respondents strongly agree that flexible work arrangements help reduce stress.35.8% of respondents agree with the statement. However, a significant portion of employees 28.4% remains neutral, indicating uncertainty or mixed feelings about the impact of flexible work arrangements. Additionally, 26.6% disagree with the statement and none of the respondents strongly disagree

TABLE 3.25 EMPLOYEE SURVEY AND FEEDBACK MECHANISM REDUCE STRESS

EMPLOYEE SURVEY FEEDBACK MECHANISM	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	36	33.0
Neutral	6	5.5
Disagree	56	51.4
Strongly disagree	11	10.1
Total	109	100

FIGURE 3.25 EMPLOYEE SURVEY AND FEEDBACK MECHANISM REDUCE STRESS



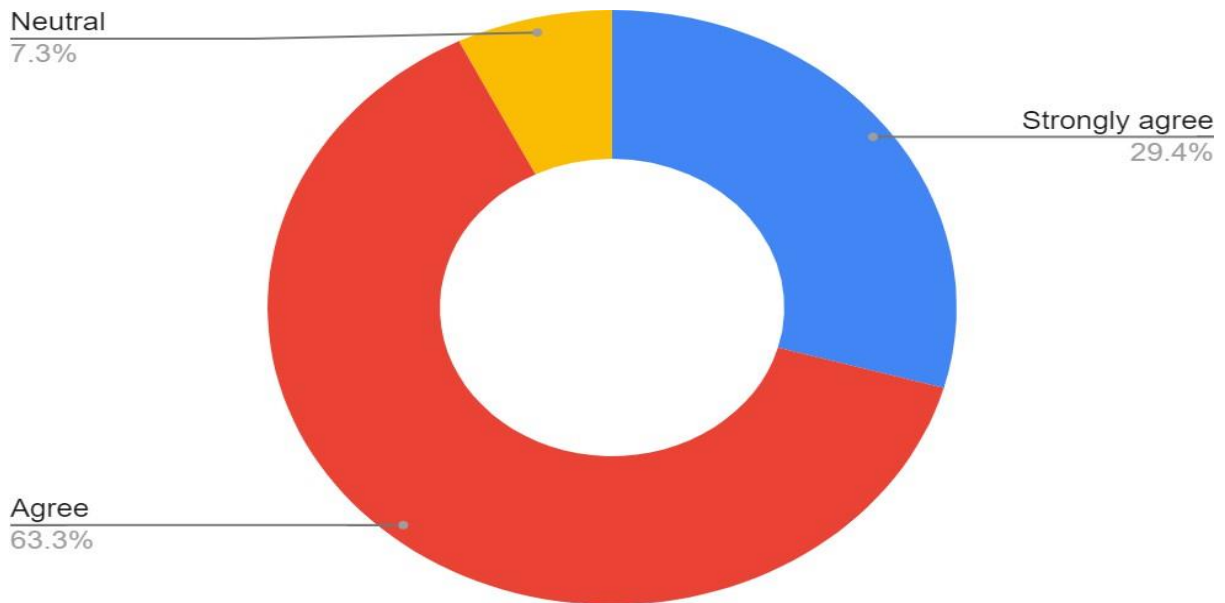
INTERPRETATION

Only 33.0% of respondents agree that it helps in stress reduction, while a significant 51.4% disagree and an additional 10.1% strongly disagree. A small portion, 5.5%, remains neutral, indicating uncertainty or mixed feelings about the mechanism's impact.

TABLE 3.26 HEALTH AND SAFETY MEASURES MINIMIZE STRESS

HEALTH AND SAFETY MEASURES	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	32	29.4
Agree	69	63.3
Neutral	8	7.3
Disagree	0	0
Strongly disagree	0	0
Total	109	100

FIGURE 3.26 HEALTH AND SAFETY MEASURES MINIMIZE STRESS



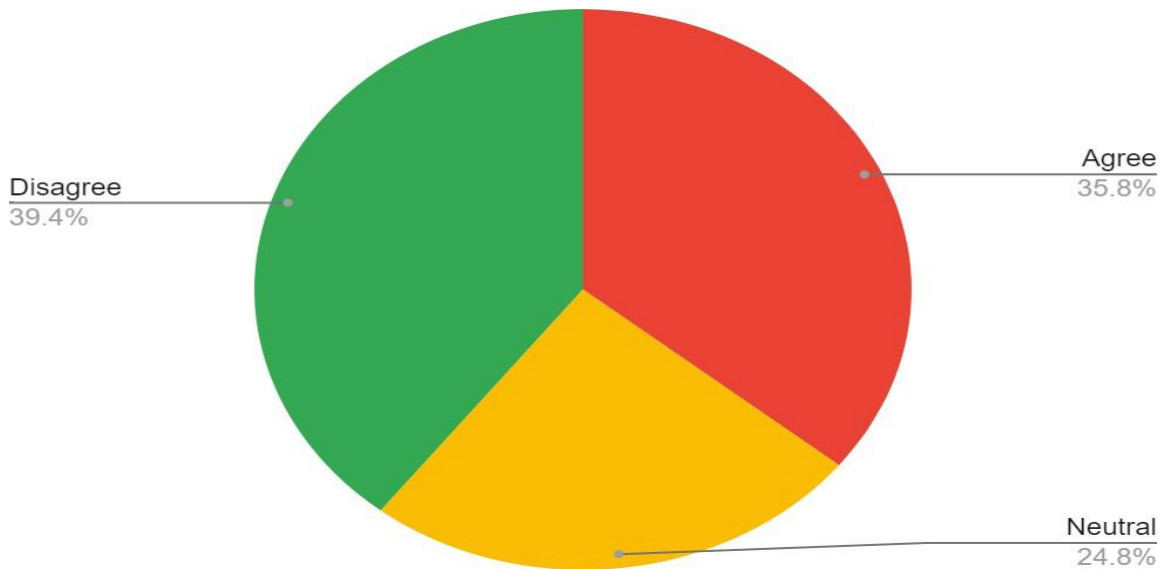
INTERPRETATION

63.3% agree and 29.4% strongly agree that adequate health and safety measures minimize stress in the workplace. Only 7.3% remain neutral, with no respondents expressing disagreement.

TABLE 3.27 EMPLOYEE RECOGNITION PROGRAMS MINIMIZE STRESS

EMPLOYEE RECOGNITION PROGRAMME	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	39	35.8
Neutral	27	24.8
Disagree	43	39.4
Strongly disagree	0	0
Total	109	100

FIGURE 3.27 EMPLOYEE RECOGNITION PROGRAMS MINIMIZE STRESS



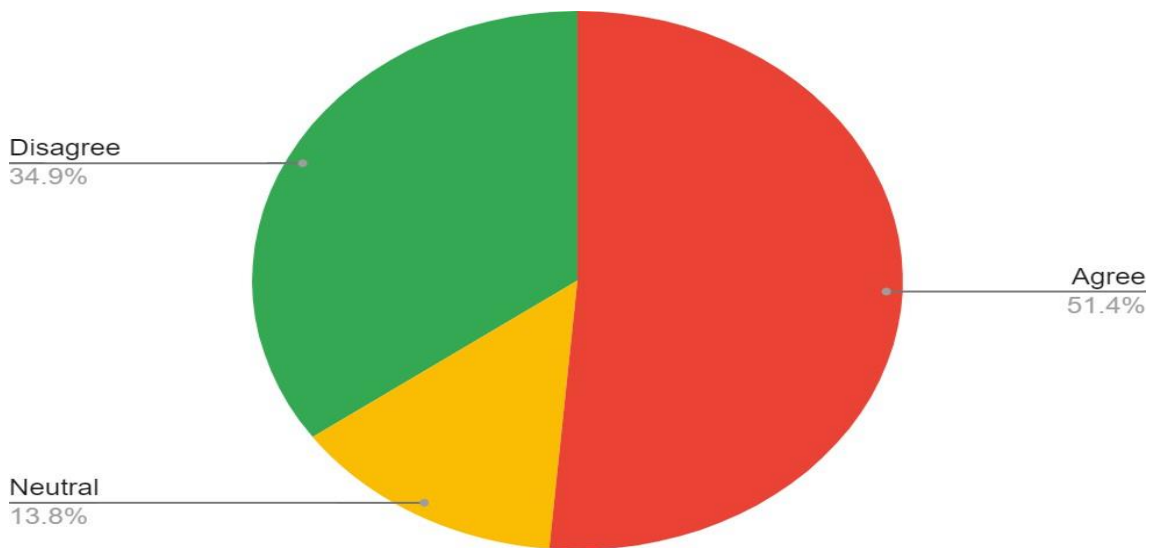
INTERPRETATION

35.8% of respondents agree that the program helps reduce stress, a significant 39.4% disagree, indicating dissatisfaction with its impact. Additionally, 24.8% of employees remain neutral, suggesting uncertainty

TABLE 3.28 WORKLOAD MANAGEMENT EFFECTIVELY DISTRIBUTE TASKS TO PREVENT STRESS

WORKLOAD MANAGEMENT	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	0	0
Agree	56	51.4
Neutral	15	13.8
Disagree	38	34.9
Strongly disagree	0	0
Total	109	100

FIGURE 3.28 WORKLOAD MANAGEMENT EFFECTIVELY DISTRIBUTE TASKS TO PREVENT STRESS



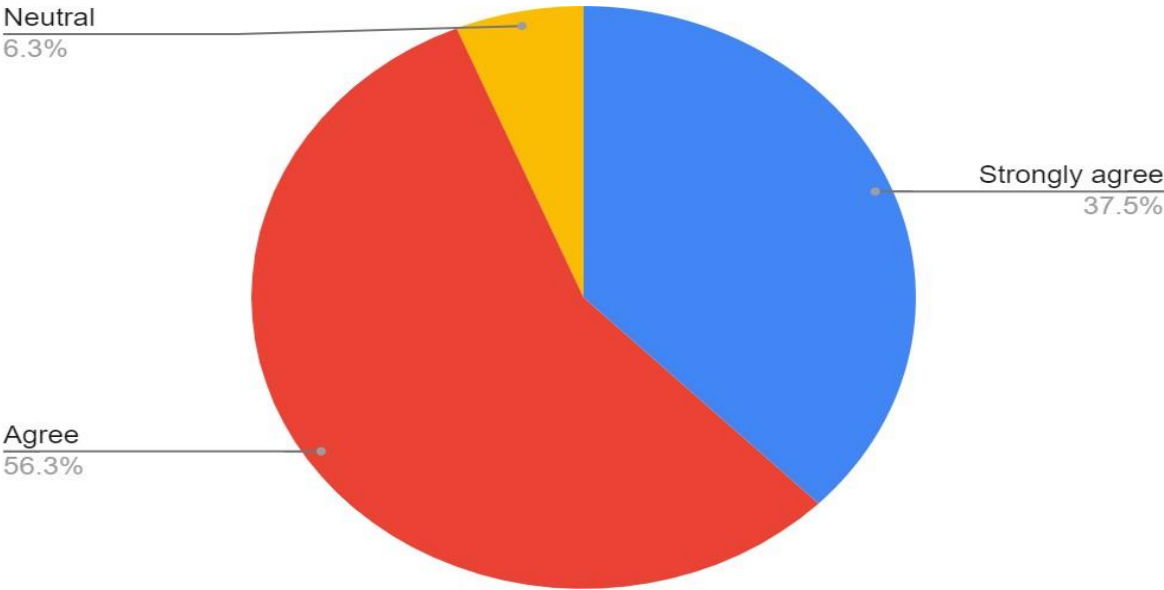
INTERPRETATION

half of the respondents 51.4% agree that tasks are effectively distributed to prevent stress, suggesting a generally positive perception of the hospital's workload management practices. However, 34.9% of the employees disagree, indicating a significant portion of the staff experiences stress related to workload distribution. Additionally, 13.8% of respondents remain neutral, reflecting some uncertainty or mixed feelings

TABLE 3.29 ADEQUATE BREAK HELPS TO MANAGE STRESS

BREAK	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	30	37.5
Agree	45	56.3
Neutral	5	6.3
Disagree	0	0
Strongly disagree	0	0
Total	109	100

FIGURE 3.29 ADEQUATE BREAK HELPS TO MANAGE STRESS



INTERPRETATION

the majority of respondents 93.8% agree or strongly agree that adequate breaks help manage stress, with 37.5% strongly agreeing and 56.3% agreeing. This positive response suggests that the current break policies are highly effective in stress management for most employees. Only a small fraction 6.3% remains neutral

CHAPTER IV
FINDINGS, RECOMMENDATIONS & SUMMARY

4.1 FINDINGS

Objective 1: To identify the factors contributing to stress among employees in Daya hospital

- Major sources of stress of employees in Daya hospital are staff shortage, assigned work shift, traumatic events, technological advancement and financial concerns.
- The majority of employees do not find their workload to be a major source of stress, though a proportion remains uncertain.
- Most employees are not stressed by interpersonal conflicts, with only a small fraction undecided.
- Staff shortages appear to be a significant source of stress, with nearly half of the respondent's indicating disagreement with the statement.
- A clear majority do not feel stressed due to unclear role expectations, suggesting effective role clarity in the organization.
- Work shifts are a significant stressor for many employees, with over two-thirds expressing disagreement.
- There is a mixed perception regarding support from colleagues and supervisors, with a substantial neutral group and significant disagreement
- Most employees manage to separate personal life from work, but a small portion still experiences stress due to this factor.
- Traumatic events are a considerable stress factor for many employees, with half expressing disagreement as employees felt stressed when they see traumatic events like accidents in the hospital.
- Communication issues are moderately stressful, with a significant portion of employees indicating stress due to ineffective communication.

OBJECTIVE 2: To Analyze the perception of the employees on the existing stress support system in Daya Hospital

- Existing stress support system that the employees found beneficial to reduce stress is as follows:
 1. Employee assistance program
 2. Peer support group
 3. Supervisors and manager's support
 4. Flexible work arrangement
 5. Health and safety measures
 6. Workload management effectively distribute task to prevent stress
 7. Providing adequate break

- Counseling services at Daya Hospital may need to be reviewed and possibly improved to better meet the needs of employees experiencing stress

- There is a significant perception among employees that stress relief programs need improvement in terms of accessibility and perceived benefits.

- Employees have no good opinion about employee survey and feedback mechanism also employee recognition program

- The Employee Assistance Program (EAP) seems to be relatively well-regarded among employees, indicating that it plays a significant role in supporting them with stress-related issues.

- Peer support groups are effective in providing stress relief and support among employees at Daya Hospital.

- Supervisors and managers are perceived positively by employees in providing support for managing work-related stress. This indicates that leadership at Daya Hospital plays a crucial role in supporting employees' stress management efforts
- There is overall positive response regarding flexible work arrangements
- Employees have no good opinion about employee survey and feedback mechanism also employee recognition program

OBJECTIVE 3: DEMOGRAPHIC FACTOR ANALYSIS

- The majority of respondents fall within the age range of 26-45 years. This age group indicates a relatively mid-career demographic, where individuals are likely in their prime working years and possibly balancing career growth with personal responsibilities.
- Female respondents constitute a significant majority. This gender distribution reflects a predominantly female workforce within Daya Hospital.
- A large proportion of respondents hold a Bachelor's degree, followed by those with an Associate degree and a Doctorate. This suggests a well-educated workforce, where the majority have at least a Bachelor's level education, likely contributing to a skilled and specialized workforce that may have higher expectations and stress from their roles.
- The data shows that the majority of the respondents are unmarried. This distribution can influence stress levels differently due to varying personal and family responsibilities, such as managing work-life balance, financial commitments, and career aspirations.
- A notable portion of respondents have 4-6 years of experience in their current job role, indicating a workforce that is experienced enough to understand their roles deeply but possibly facing challenges related to mid-career burnout or career advancement.

- The workforce at Daya Hospital is primarily composed of administrative staff, Nurses constitute the second largest group at followed by therapists, Doctors and technicians represent smaller portions of the workforce

4.2 RECOMMENDATIONS

- Regularly assess staffing needs and adjust accordingly based on workload and patient care requirements.
- Provide advance notice of shift schedules to allow for better planning.
- Rotate shifts fairly among staff to distribute both desirable and challenging shifts equitably.
- Offer comprehensive trauma-informed training and support programs for all employees. Ensure access to counselling services and mental health resources immediately following traumatic events.
- Provide regular training sessions and ongoing support for new technologies.
- Offer financial planning workshops or counseling services to employees.
- Provide clear information about financial assistance programs available to employees.
- Enhance accessibility and variety of stress relief activities, such as yoga sessions, mindfulness training, or relaxation techniques and actively promote participation among staff
- Revise and expand counseling services to include more specialized counselors trained in handling work-related stress and trauma. Increase awareness among employees about the availability and benefits of counseling through regular communication channels.
- Improve the transparency and responsiveness of the feedback process by implementing a structured feedback loop. Ensure timely acknowledgment and action on feedback received from employees. Provide regular updates on the outcomes of feedback
- Restore the employee recognition program to make it more inclusive and impactful. Ensure recognition is timely, genuine, and publicly celebrated to boost employee motivation and morale.

4.3 SUMMARY

The study on the stress of employees at Daya Hospital in Thrissur reveals details about the factors contributing to stress and the perception of the existing stress support system among the hospital staff. Analyzing the various dimensions of workplace stress, the study identifies that the primary sources of stress for employee's stem from staff shortages, assigned work shifts, and exposure to traumatic events, technological advancement and financial concerns. These stressors significantly impact the employees' well-being, as reflected in the substantial percentage of respondents who expressed disagreement with statements suggesting that they do not feel stressed due to these factors. Nearly half of the employees indicated that staff shortages are a major source of stress, with many feeling overwhelmed by the lack of sufficient personnel to share the workload. Similarly, the irregular and often demanding work shifts exacerbate stress levels, with over two-thirds of the respondents indicating dissatisfaction with their assigned work shifts. Additionally, the nature of hospital work, which often involves dealing with traumatic events, adds another layer of stress, as employees are frequently exposed to emotionally challenging situations that can have long-lasting effects on their mental health.

The study found that certain factors traditionally considered stress-inducing in other work environments do not significantly contribute to stress at Daya Hospital. For example, workload, which is typically a major stressor in many workplaces, was not a significant source of stress for most employees. A majority of respondents agreed that they did not feel stressed due to their workload, with a substantial portion remaining neutral, indicating effective workload management practices within the hospital. Interpersonal conflicts, another common workplace stressor, were also not a major concern for the employees at Daya Hospital. Most respondents agreed or strongly agreed that they did not feel stressed due to interpersonal conflicts, suggesting a positive and collaborative work environment. Furthermore, unclear role expectations, often a source of stress due to ambiguity and confusion, did not significantly stress the employees, indicating that the hospital has effective role clarity and communication mechanisms in place.

The lack of support from colleagues and supervisors, interference from personal life, and ineffective communication were not perceived as major stressors by the majority of employees. This suggests that the hospital has established a supportive culture where employees feel

adequately backed by their peers and supervisors. The ability to separate work from personal life and effective communication channels also contribute to mitigating stress, as indicated by the respondents' feedback.

When examining the perception of employees regarding the existing stress support system, the study highlighted mixed responses. The Employee Assistance Program (EAP) and peer support groups received positive feedback, with many employees acknowledging their effectiveness in addressing stress concerns. The EAP, in particular, was seen as a valuable resource, providing necessary support to manage stress-related issues. Peer support groups were also regarded as beneficial, fostering a sense of community and mutual support among the employees. Supervisors and managers were perceived positively in their role in providing support for managing work-related stress. The majority of respondents agreed that their supervisors and managers were effective in helping them cope with stress, indicating strong leadership and a supportive work environment. Flexible work arrangements also received favorable responses, with many employees agreeing that such arrangements help reduce stress. However, a significant portion remained neutral, indicating that while flexible work arrangements are beneficial, their impact on stress reduction may vary among employees.

Even though there are positive aspects, the study identified areas needing improvement, particularly in the hospital's stress relief programs, counseling services, employee survey feedback mechanism and employee recognition program. A majority of employees did not find these programs effective or easily accessible. The counseling services were deemed ineffective by a significant portion of the respondents, suggesting a need for reviewing and enhancing these services to better address the employees' needs. Stress relief programs also faced criticism, with many employees indicating that these programs were neither beneficial nor easily accessible. This points to the necessity of redesigning these programs to ensure they are more user-friendly and effective in alleviating stress.

The study at Daya Hospital underscores the complexity of workplace stress and the varying factors contributing to it. While staff shortages, work shifts, and traumatic events, technological advancements and financial concerns are significant stressors, other potential stress factors like workload and interpersonal conflicts are well-managed within the hospital. The existing stress

support systems, particularly the EAP and peer support groups, are viewed positively, while there is a clear need for improvement in counseling services and stress relief programs. This comprehensive understanding of stress factors and employee perceptions can guide the hospital in implementing targeted interventions to enhance employee well-being and create a more supportive work environment.

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APPENDIX

QUESTIONNAIRE

Age

- a) Under 25
- b) 26-35
- c) 46-55
- d) 56 and above

Gender

- a) Male
- b) Female
- c) Other

Education level

- a) High school diploma or equivalent
- b) Associate degree
- c) Bachelor's Degree
- d) Doctorate
- e) Other

Marital status

- a) Married
- b) Un married

c) Divorced

d) Widowed

Year of experience in current job role

a) Less than one year

b) 1-3 years

c) 4-6 years

d) 7-10 years

e) More than 10 years

**OBJECTIVE 1: FACTORS CONTRIBUTING TO STRESS AMONG EMPLOYEES IN
DAYA HOSPITAL, THRISSUR**

1. Do you agree with the statement “you don't feel stressed because of workload in Daya hospital”

a) strongly agree

b) agree

c) neutral

d) disagree

e) strongly disagree

2. Do you agree with the statement “you don't have stress due to interpersonal conflicts in Daya hospital”

a) strongly agree

b) agree

c) neutral

d) disagree

e) strongly disagree

3. Do you agree with the statement “you don't feel stressed due to staff shortage in Daya hospital”

a) strongly agree

b) agree

c) neutral

d) disagree

e) strongly disagree

4. Do you agree with the statement that “you don't feel stressed because of unclear role expectations”

a) strongly agree

b) agree

c) neutral

d) disagree

e) strongly disagree

5. Do you agree with the statement that “you don't feel stressed due to your assigned work shifts at Daya Hospital?”

a) strongly agree

b) agree

c) neutral

d) disagree

e) strongly disagree

6. Do you agree with the statement that “you don't feel stressed due to lack of support from

colleagues and supervisors at Daya Hospital

- a) strongly agree
- b) agree
- c) neutral
- d) disagree
- e) strongly disagree

7. do you agree with the statement that “you don't feel stressed due to interference from personal life while working at Daya Hospital

- a) strongly agree
- b) agree
- c) neutral
- d) disagree
- e) strongly disagree

8. Do you agree with the statement that ‘you have not experienced stress due to traumatic events encountered at Daya Hospital?

- a) strongly agree
- b) agree
- c) neutral
- d) disagree
- e) strongly disagree

9. do you agree with the statement “you don't feel stressed due to lack of effective communication among staffs”

- a) strongly agree

- b) agree
- c) neutral
- d) disagree
- e) strongly disagree

10. Do you agree with the statement: "The pressure to keep up with technological advancements does not contribute to stress?"

- a) Strongly agree
- b) agree
- c) neutral
- d) disagree
- e) strongly disagree

11. Do you agree with the statement: "Limited access to necessary resources and tools for the job does not cause stress among hospital employees"?

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

12. Do you agree with the statement: "Financial concerns do not contribute to stress among hospital employees"?

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

OBJECTIVE 2: TO ANALYZE THE PERCEPTION OF EMPLOYEES ON THE EXISTING STRESS SUPPORT SYSTEM IN DAYA HOSPITAL.

10. Do you agree with the statement: The counseling services provided by Daya Hospital are effective in managing employee stress.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

11. Do you agree with the statement: The stress relief programs (e.g.: yoga, meditation) offered by Daya Hospital are easily accessible and beneficial.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

12. Do you agree with the statement “The Employee Assistance Program (EAP) at Daya Hospital effectively addresses stress concerns”.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

13. Do you agree with the statement “Peer support groups or mentoring programs at Daya Hospital help in reducing stress levels.”

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

14. Do you agree with the statement: Supervisors and managers at Daya Hospital provide adequate support and guidance in managing work-related stress.

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

15. Do you agree with the statement “Flexible work arrangements offered by Daya Hospital effectively reduce stress among employees.”

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- Strongly Disagree

16. Do you agree with the statement: "The employee survey and feedback mechanisms at Daya Hospital effectively gather input on stress-related issues and solutions?"

- a) Strongly Agree

- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

17. Do you agree with the statement: "Daya Hospital implements adequate health and safety measures to minimize stress in the workplace?"

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

18. Do you agree with the statement: "Employee recognition programs at Daya Hospital help improve stress and boost morale?"

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

19. Do you agree with the statement: "Workload management practices at Daya Hospital effectively distribute tasks to prevent excessive stress?"

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

20. Do you agree with the statement: "Daya Hospital provides adequate opportunities for regular breaks to help employees manage stress throughout the day?"

b) Strongly Agree

c) Agree

d) Neutral

e) Disagree

f) Strongly Disagree

