

# OCCUPATIONAL STRESS AMONG WOMEN MENIAL JOB WORKERS AND NURSES IN HEALTHCARE SECTOR

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**Abstract** Healthcare workers are afflicted from occupational stress due to “harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources and needs of the worker.” The main focus of this study is to identify the level of occupational stress among women nurses and menial job workers in healthcare sector. The primary data were collected via telephone interview using survey method with a structured questionnaire with 60 sample respondents. The women menial job workers and nurses working in healthcare sector are highly stressful due to various reasons. The finding of the level of the occupation stress of women menial job workers and nurses working in healthcare sector are discussed in this paper.

**Keywords** Occupational Stress, Workplace Stress, Healthcare Workers

## INTRODUCTION

Healthcare workers are affliction from occupational stress due to “harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources and needs of the worker” (NIOSH 2008). It is because of organizational factors and an imbalance of demands, skills and social support at work, or any combination of these. Under some conditions this can lead to severe distress, burnout or psychosomatic diseases, and the resulting deterioration in quality of life and service provision (Weinberg, 2000). As a result of lack of skills, organizational factors, and low social support at work. This may lead to distress, burnout and psychosomatic problems, and deterioration in quality of life and service provision (Ruotsalainen et al., 2015). According to the Global Workplace 2021 Report, workers’ daily stress levels reached an all-time high in 2020. Stress was reported by 43 percent of respondents in over 100 nations, up from 38 percent in 2019. The cause is said to be border closures, workplace closures, and job losses (Global Workplace, 2021 Report).

This paves a path to study about the stress at workplace among health professionals predisposes to an inefficient organization, absenteeism from work, job dissatisfaction, and various physical, psychological as well as behavioral health problems. Despite this, little has been done into this health issue. So, this study assessed occupational stress and its determinants among health care professionals’ especially menial job workers and nurses. The main focus of this study is to identify the occupational stress among women nurses and menial job workers in healthcare sector.

## RESEARCH METHODS

The goal of the study is to look into the stress levels of women who work as nurses and menial job worker in healthcare sector. The primary data were collected via telephone interview using survey method with a structured questionnaire. COVID-19 makes visiting hospitals to acquire data extremely challenging. The respondents were selected using purposive stratified random sampling method. Because, purposively the researcher collected data from the respondents who are working as nurses and menial job workers in a particular hospital. As a result, 60 respondents (30 nurses and 30 menial job workers) were randomly contacted over phone. The respondents were contacted using snowball sampling method. The collected data were analyzed using SPSS.

## RESULTS AND DISCUSSION

The result of the study reveals that the menial job workers are more stressful (Fig. 2) in their occupation due to disrespect



Fig. 1

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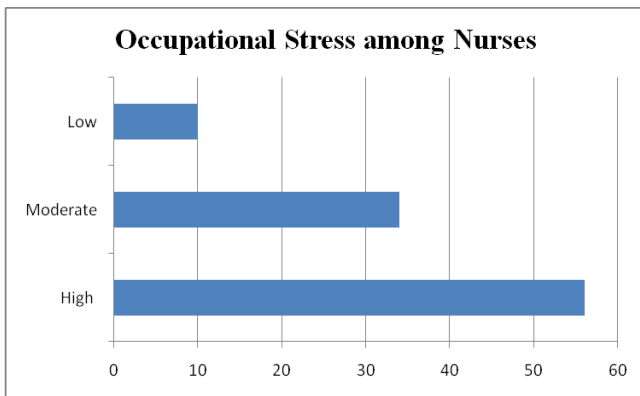
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among peer, authorities and patients. Due to the problem of unemployment and lack of skills for other qualified jobs, they are forced to choose this job to run their family financially. The nurses are passionate towards their job but they are more stressful (Fig. 3) due to more work time, less break time, conflict with peer group members and managing the attendees of in and out patients.



Source: Computed Data.

**Fig. 2: Level of Occupational Stress among Menial Job Workers**



Source: Computed Data.

**Fig. 3: Level of Occupational Stress among Nurses**

## CONCLUSION

Workplace stress and the working environment have become major concerns on a global and national scale which increases the occupational stress. The societal value placed on labour, the length of work-life, and recent changes in the type of job to be performed all have an impact on employees' mental health. Workplace stress appears to be on the rise at all times, which is unsurprising. Healthcare employees frequently experience work-related or occupational stress as a result of growing demands from service providers along with time restrictions, skills, and social support at work. Hospital professionals and authorities must value the contributions of menial workers in the healthcare industry. Career field and specialization have a stronger impact on occupation stress due to the bad work environment.

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