UNIVERSITY NAME

PROJECT REPORT

ON

TITLE OF THE PROJECT

SUBMITTED BY:

……………..

ENROLLMENT NO   : …………………

UNDER SUPERVISION OF:

…………………..

Submitted in partial fulfillment of the requirements for qualifying

MASTER'S OF BUSINESS ADMINISTRATION

(HEALTH MANAGEMENT)

LOGO IMAGE

BONAFIDE CERTIFICATE

This is to certify that the project titled **"AN ANALYTICAL STUDY ON THE JOB STRESS OF PARAMEDICAL STAFF WORKING IN NIGHT SHIFTS AT HATTA HOSPITAL"** is an original work of the Student and is being submitted in partial fulfillment for the award of the **"MASTER'S DEGREE IN BUSINESS ADMINISTRATION (HRM)"** of **UNIVERSITY NAME.** This report has not been submitted earlier either to this University or to any other University/Institution for the fulfillment of the requirement of a course of study.

SIGNATURE OF SUPERVISOR   **SIGNATURE OF STUDENT**

Place: New Delhi   Place: New Delhi

Date : **:**   /   /   Date : **:**   /   /

ACKNOWLEDGEMENT

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      I, With Candor and Pleasure I take opportunity to express my sincere thanks and obligation to my esteemed guide **………………………...** It is because of his able and mature guidance and co-operation without which it would not have been possible for me to complete my project.

Finally, I gratefully acknowledge the support, encouragement & patience of my family, and as always, nothing in my life would be possible without God, Thank You!

                             (**STUDENT NAME)**
                             (ROLL NO. ……………..)

DECLARATION

I hereby declare that this project work titled **"AN ANALYTICAL STUDY ON THE JOB STRESS OF PARAMEDICAL STAFF WORKING IN NIGHT SHIFTS AT BATA HOSPITAL"** is my original work and no part of it has been submitted for any other degree purpose or published in any other from till date.

The empirical findings in this project are based on the data collected by myself while preparing this report.

This project is completed as a part of curriculum & all that information collected is correct to the best of my knowledge.

(STUDENT NAME)

(ROLL NO. ……………..)

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TITLE OF THE PROJECT

CHAPTER-1

INTRODUCTION TO THE STUDY

WHAT IS STRESS

Stress may be understood as a state of tension experienced by individuals facing extraordinary demands, constraints or opportunities.

Stress Defined as

"Stress is an adaptive response to an external situation that results in physical, psychological and behavioral deviations for organizational participants."

"Stress is a person's adaptive response to a stimulus that places excessive psychological or physical demands on that person".

We need to examine components of this definition carefully. First is the notion of adaptation. It means that people may adapt to stressful circumstances in any of several ways. Second is the role of stimulus. This stimulus, generally called a stressor, is anything that induces stress. Third, stressor can be either psychological or physical. Finally, demands the stressor places on the individual must be excessive for stress to result.

Two Faces of Stress:

There are actually two faces of stress, as depicted through figure:
- **Constructive Stress (Eustress)**
- **Destructive Stress (Distress)**

Constructive Stress (Eustress) acts in a positive manner for the individual and the organization, e.g., winning a contest, falling in love. Eustress is the pleasurable stress that accompanies positive events.

Destructive Stress (Distress) is not healthy for individual and organization. Distress would indicate effects that are out of balance or outside the tolerance limits. Distress is the unpleasant stress that accompanies negative events.

The Stress Process

Much of what we know about stress today can be the pioneering work of Dr. Hans Selye. Among Selye's most important contribution was his identification of the General Adaptation Syndrome.

General Adaptation Syndrome: Dr. Selye gave three stages of the General Adaptation Syndrome. These three stages are known as: Alarm, Resistance and exhaustion.

Alarm is called first stage of GAS. At, this stage person may feel some degree of panic and begin to wonder how to cope with it. A person's resistance often dips slightly below the normal level during this stage.

Next comes actual resistance to the stressor, usually leading to an increase above the person's normal level of resistance. Finally in third stage, exhaustion may set in and the person's resistance declines sharply below normal levels.

Individual Differences and stress

The stress can affect different people in different ways:-

Type A and Type B Personality Profiles

The most fully developed individual difference relating specifically to stress is the distinction between Type A and Type B personality profiles. Cardiologists Friedman and Roseman have identified several personalities' characteristics of people who are most prone to stress. They labeled these behavior patterns Type A and Type B.

The extreme **Type A** individual is extremely competitive, very devoted to work and has a strong sense of time urgency. Moreover, this person is likely

to be aggressive, impatient, and highly work oriented. He or She has a lot of drive and motivation and wants to accomplish as much as possible in as short a time as possible.

The extreme **Type B** person, in contrast, is less competitive, is less devoted to work, and has a weaker sense of time urgency. This person feels less conflict with either people or time and has a more balanced, relaxed approach to life. She or he has more confidence and is able to work at a constant pace.

A common sense expectation might be that Type A people are more successful than Type B people. In reality, however, this is not necessarily true. The Type B person is not necessarily any more or less successful than the Type A.

Hardiness and Optimism

Two other important individual differences related to stress are hardiness and optimism. Research suggests that some people have what are termed hardier personalities than others.

Hardiness is a person's ability to cope with stress. People with hardy personalities have an internal locus of control, are strongly committed to the activities in their lives, and view changes as an opportunity for advancement and growth. Such people are seen as relatively unlikely to suffer illness if they experience high levels of pressure and stress. On the other hand, people with low hardiness may have more difficulties in coping with pressure and stress.

Optimism is another potentially important individual difference. Optimism is the extent to which a person sees life in positive or negative terms. A popular expression used to convey this idea concerns the glass half filled with water. A person with a lot of optimism will tend to see it as half full, whereas a person with less optimism will often see it as half empty. Optimism also related to

positive and negative affectivity. In general, optimism people tend to handle stress better. They will be able to see the positive characteristics of situation and recognize that things may eventually improve. In contrast, less optimism people may focus more on the negative characteristics of the situation and expect things to get worse, not better.

COMPANY OVERVIEW

CHAPTER –2

REVIEW
OF LITERATURE

NIOSH (1999) Stress at Work:

On the basis of experience and research, NIOSH favors the view that working conditions play a primary role in causing job stress. However, the role of individual factors is not ignored. According to the NIOSH view, exposure to stressful working conditions (called job stressors) can have a direct influence on worker safety and health. But as shown below, individual and other situational factors can intervene to strengthen or weaken this influence. Theresa's need to care for her ill mother is an increasingly common example of an individual or situational factor that may intensify the effects of stressful working conditions. Examples of individual and situational factors that can help to reduce the effects of stressful working conditions.

Thomas, W; Colligan MSW, & Higgins M. (2006).

"Workplace Stress". Journal of Workplace Behavioral Health 21 (2): 89–97.Workplace stress can be defined as the change in one's physical or mental state in response to workplaces that pose an appraised challenge or threat to that employee. Research has shown that there are a number of factors that contribute to workplace stress. These factors include a toxic work environment, negative workload, isolation, types of hours worked, role conflict, role ambiguity, lack of autonomy, career development barriers, difficult relationships with administrators and/ or coworkers, managerial bullying, harassment, and organizational climate. Should the stressors continue, the employee is at significant risk of developing physiological and psychological disorders that can lead to increased absenteeism, organizational dysfunction, and decreased work productivity. Intervention strategies are discussed to help managers provide support and intervention to employees coping with workplace stress.

According to **MARILYNN MARCHIONE [NOV 2010]** Working women are equal to men in a way they'll wish they weren't. Female workers with stressful jobs were more likely than women with less job strain to suffer a heart attack or a stroke or to have clogged arteries, a big U.S. government-funded study found. Worrying about losing a job can raise heart risks, too, researchers found.

The results seem sure to resonate in a weak economy with plenty of stress about jobs or lack of them. The mere fact this study was done is a sign of the times: Past studies focused on men, the traditional breadwinners, and found that higher job stress raised heart risks. This is the longest major one to look at stress in women, who now make up nearly half of the U.S. workforce. "The reality is these women don't have the same kind of jobs as men" and often lack authority or control over their work, said Dr. Suzanne Steinbaum, director of the Women and Heart Disease program at Lenox Hill Hospital in New York. "It's not just going to work, it's what happens when you get there."

CHAPTER – 3

OBJECTIVES OF THE STUDY

Fixing the objective is like identifying the star. The objective decides where we want to go, what we want to achieve and what is our goal or destination.

1. To identify the main reasons of stress among the paramedical staff at Hatta Hospital and the effect of stress on their performance.

2. To compare the level of occupational stress and occupational stressors among the Hatta Hospital.

CHAPTER – 4

RESERCH

METHODOLOGY

Methodology adopted

The research is aimed at studying the job stress of paramedical staff working in night shifts.

Research design

The survey method is the basic research design. The structured questionnaire will be administered to the respondents, which solicits information about their level of job stress.

DATA COLLECTION METHODS

The data was collected using both by primary data collection methods as well as secondary sources.

Primary Data: Most of the information was gathered through primary sources. The methods that were used to collect primary data are:

    a) Questionnaire

    b) Interview

Secondary Data: Secondary data that was used are web sites and published materials related to job stress among the paramedical staff as well as any relevant information on Hatta Hospital.

The secondary data will be collected through:

- Text Books
- Magazines
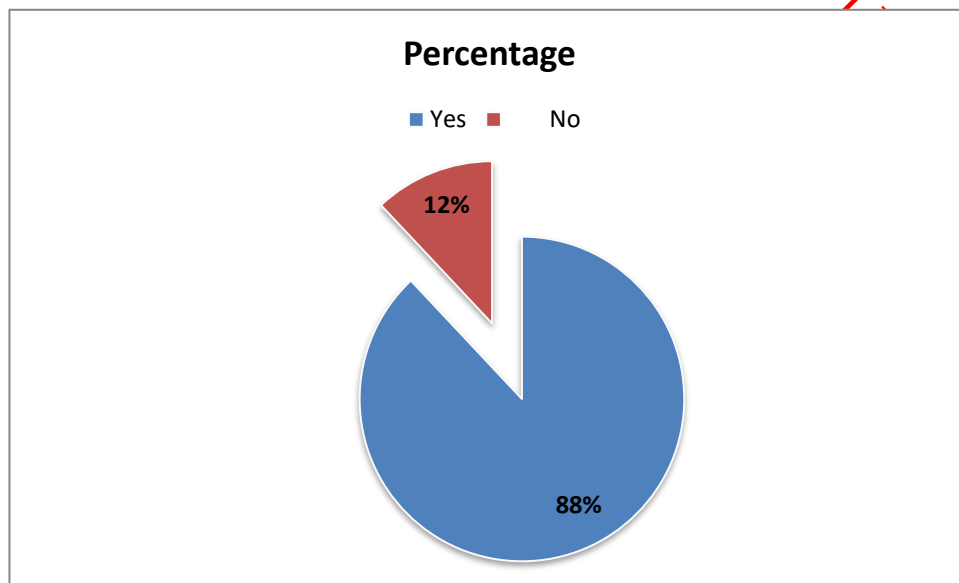- Journals
- Websites

CHAPTER – 5

DATA ANALYSIS AND

INTERPRETATION

Q1. Do you believe that Paramedical staffing is a stressful job?

TABLE – 1

Criteria	Frequency	Percentage
Yes	88	88%
No	12	12%

Percentage

■ Yes ■ No

12%

88%

20

If yes, how much job stress do you feel at job?

TABLE – 1.1

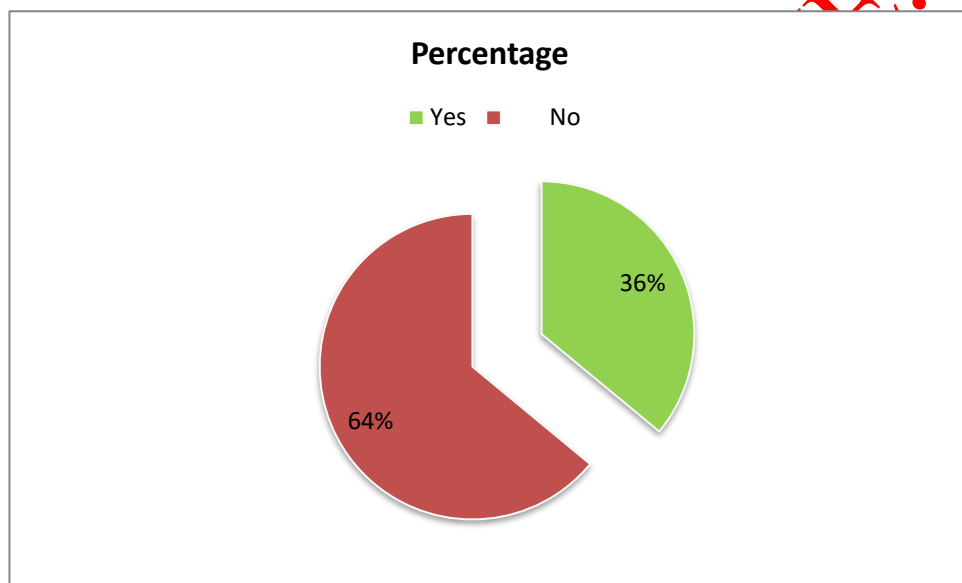| Criteria	Frequency	Percentage
High	42	42%
Low	18	18%
Moderate	28	28%
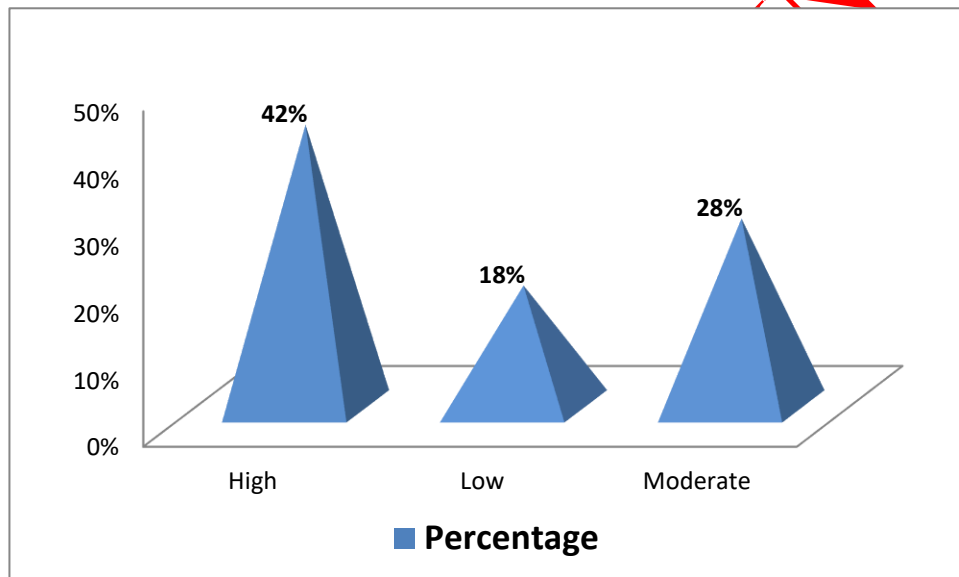
A very high percentage of the respondents i.e. 44% believe Paramedical staffing is a stressful is a stressful job. From these, 42% respondents feel high job stress; 18% feel low job stress and 28% feel moderate job stress.

Q2. Do your junior employees and colleague make your job stressful?

TABLE – 2

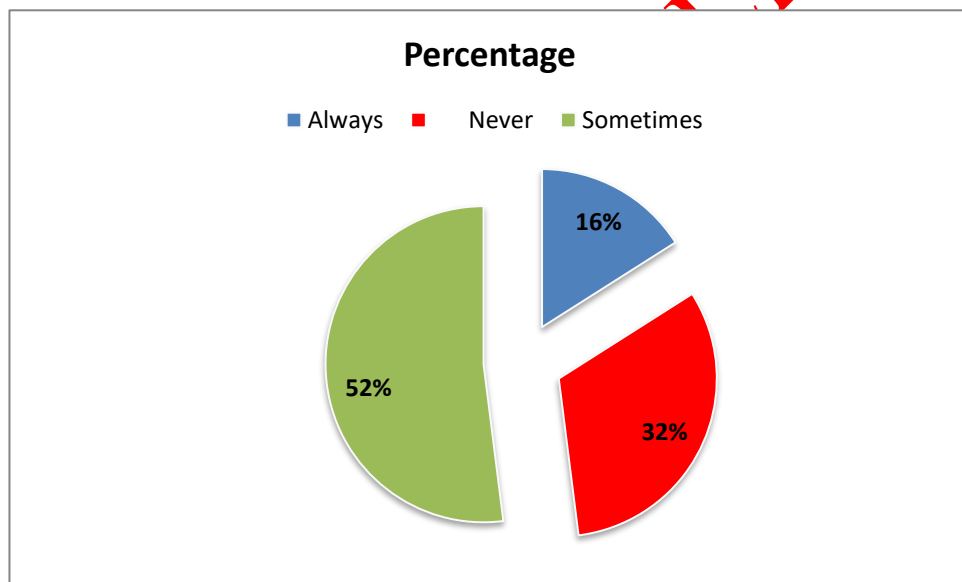| Criteria	Frequency	Percentage
Yes	36	36%
No	64	64%

Only 36% respondents say that their junior employees and colleague make their job stressful. The remain 64% are not in favor of this statement.

Q3. Do you become angry when your junior employees fail to do as you ask?

<div align="center">

TABLE – 3

Criteria	Frequency	Percentage
Always	16	16%
Never	32	32%
Sometimes	52	52%

</div>

52% respondents sometimes become angry when junior employees fail to do as they ask; 16% become always angry but only 32% never become angry when junior employees fail to do as they ask.

CHAPTER – 6

FINDINGS

AND SUGGESTIONS

- From the outcome of the study it is evident 44% believe that that Paramedical staffs in India are a stressful job is a stressful job. From these, 42% respondents feel high job stress; 18% feel low job stress and 28% feel moderate job stress.

- As per findings that 36% respondents say that their junior employees and colleague make their job stressful. The remain 64% are not in favor of this statement.

- As per the outcome of the study, 52% respondents sometimes become angry when junior employees fail to do as they ask.

- As per findings that 44% respondents' workload is major cause of stress; 26% are agree with daily changes in work schedules; 22% say that excessive rules of organization is a cause of stress; Only 8% are in favor of interpersonal relationships.

- Only 18% are agreeing with this fact that their boss shows lack of interest in their work.

- As per finding, 24% respondents say that their job always interferes with other responsibilities; 72% says sometimes and only 4% say often in the response of this statement.

SUGGESTIONS:

1. To successfully attract and relieve job stress among the among Paramedical staffs of HATTA HOSPITAL and need to examine their programs and policies for coping stress – to see where they stand compared to other companies. By employing and implementing various management programs to relieve stress, the organizations can cope with

job stress among their employees. The following strategies are important to remember while making stress coping programs:

➢ Proper work schedule should be there

➢ Ensure high job security to the employee

➢ There should some employee fitness programs and setting of health clubs

2. The boss should show interest in the work of employee. There should be friendly and supportive relation between the boss and the employees. There should be an informal meeting between boss and employees in a month so that they can discus about the work performance. The boss should give positive motivations to employee for his/her good performance.

3. There should proper timings of tea break and lunch break.

CHAPTER – 7

CONCLUSION

From the analysis and interpretation the conclusion can be made:-

- ❖ All the among working Paramedical staffs at Hatta Hospital feel high level of job stress.
- ❖ The major cause of their stress is overload and improper working schedules.
- ❖ The problems at home also interfere with their job performance and are a cause of job stress.

CHAPTER – 8

LIMITATIONS OF THE STUDY

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1. NIOSH (1999). Stress at Work. U.S. National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication Number 99-101.

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QUESTIONNAIRE

Dear Employees,

I am **……………,** a student of **MBA,** as a part of my curriculum; I am to take a research Project on **"AN ANALYTICAL STUDY ON THE JOB STRESS OF PARAMEDICAL STAFF WORKING IN NIGHT SHIFTS AT HATTA HOSPITAL"**. To enable to undertake above mentioned study, I request you to give your fair views. Your insights and perspective are important and valuable for my research.

Policy on Confidentiality: Please feel free to give your honest responses. The confidentiality of the information provided by the respondent is completely assured.

> **Name:**
>
> **Age :**   **Gender: Male □**   **Female □**
>
> **Education:**
>
> **Organization:**
>
> **Designation:**
>
> **No of years in the organization:**

Q1. Do you believe that Paramedical staffing is a stressful job?

- Yes
- No

If yes, how much job stress you feel at home?

High   □ Low   □ Moderate

Q2. Do your junior employees and colleague make your job stressful?

- Yes
- No

Q3. Do you become angry when your junior employees fail to do as you ask?

- Yes   ☐
- No   ☐
- Often

Q4. According to you, which things make your job stressful?

- Workload
- Excessive rules of organization
- Interpersonal relationships
- Daily changes in work schedules

Q5. Do you feel that your boss shows lack of interest or focus in your work?

- Yes
- No