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# A STUDY ON STRESS AND WORK LIFE BALANCE OF HEALTH CARE PROFESSIONALS WITH SPECIAL REFERENCE TO SUPER SPECIALTY HOSPITALS AT HYDERABAD

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**ABSTRACT**

The number of health care professionals in the Indian health sector is rapidly increasing, and their contribution to patient care at various levels of public and social wellbeing is significantly greater and more valuable. And the focus of this study is to analyze women employee's health care, stress and their issues, work challenges like inadequate job facilities, work-life balance, irregular job timings, non-availability of relievers at work, work-related mental illness, depression, anxiety, sickness and absenteeism, reproductive health such as menstruation, ovulation, fertility, quality of life, and effects on the fetus, etc. We conducted the survey in selected super specialty hospitals in Hyderabad, which included 266 respondents from various levels of health care employees and staff. We adopted the convenient random sampling technique for data collection, and used SPSS 17.0 as an analytical tool to create cross-tabulations and chi-square tests to analyze the issues and challenges faced by health care professionals in Super Specialty Hospitals in Hyderabad.

**Key words**: Health care professional issues, work life balance and challenges, Mental illness, depression & anxiety, sickness & absent sum, reproductive health.

## 1. Introduction

The term "health care professionals" (HCPs) encompasses a diverse group of persons who are involved in the delivery of medical care to patients. These people include primary healthcare providers such as doctors and nurses, as well as auxiliary personnel such as technicians and assistants. Despite extensive studies on patient well-being and treatment quality, there is a significant lack of understanding about the health and well-being of healthcare professionals (HCPs). Galen, an ancient Greek physician, said that neglecting one's own health would indicate a lack of concern for the well-being of patients (130–200 AD). This remark was made by Galen. The sentiment conveyed in this statement underscores the long-standing neglect of the physical well-being of healthcare practitioners under escalating job demands, rapid knowledge expansion, stringent regulations, and the constant threat of medical negligence.

This article aims to examine the prevalent issues, underlying causes, and potential remedies related to the health difficulties faced by healthcare professionals (HCPs). Health care professionals (HCPs) are those engaged in activities primarily aimed at enhancing health. They have the responsibility of diagnosing, treating, and preventing illnesses, as well as researching and developing novel healthcare procedures based on evidence. In addition, they have the responsibility of supervising other healthcare professionals, which demonstrates their vital role in healthcare provision.

The increasing risks to reproductive health encountered in the workplace are a growing concern. These threats can affect menstruation, ovulation, fertility, quality of life, and fetus health. Children may have infertility, miscarriages, birth abnormalities, and developmental issues due to exposure to risks such as chemical substances (e.g., lead), physical agents like radiation, and biological threats like viruses.

Mental health has become a significant issue among healthcare workers due to the elevated levels of job stress, burnout, and other work-related mental disorders that they experience. Research indicates a high incidence of mental health issues among nursing practitioners. Due to the rigorous demands of their work, individuals in this sector generally have less leisure time. This further intensifies the adverse impact of these stressors on their overall well-being and professional performance.

The elevated suicide rates among healthcare personnel underscore the gravity of the mental health challenges that are widespread across the field. Self-poisoning, a frequently seen method, entails the use of easily accessible medications found in one's workplace. Anesthetists face certain demands inherent in their responsibilities, leading to heightened risks for these experts. Furthermore, substance addiction remains a significant issue among several healthcare professional (HCP) groups. The main driving forces behind this phenomenon are drug accessibility and the tendency to self-administer medication in response to challenging job circumstances.

A significant number of healthcare workers, such as doctors and nurses, hesitate to seek help for mental health illnesses due to concerns over confidentiality and the potential impact on their professional growth. However, these issues still persist. Addressing the challenges of providing quick intervention and aid for healthcare personnel with mental health concerns is crucial to creating a supportive and welcoming environment.

This study aims to thoroughly examine the numerous issues related to the health of healthcare professionals (HCPs), highlighting the pressing requirement for systematic interventions and support systems to safeguard their well-being amidst the current challenges associated with delivering healthcare.

## REVIEW OF LITERATURE

Shanafelt, T., Ripp, J., & Trockel, M. (2020). The COVID-19 pandemic has taken a toll on people of all walks of life, sparing no segment of society. Aside from the disease's physical effects, the pandemic's impact on mental health and the lockdown have had a significant impact on society as a whole. Experts estimate that the psychological effects will persist. The suicide rates among the general population have seen a rise in the past year, either due to financial aspects or mental health concerns. The pandemic has tremendously impacted HCPs. Long working hours, a hostile work environment, the frustration of not being able to save lives, and isolation from family members have affected the mental health of HCPs and led to suicide in a few instances.

Jahan, I., Ullah, I., Griffiths, M. D., and Mamun, M. A. conducted the study in 2021. Many health care professionals (HCPs) in India have experienced significant discrimination during the pandemic. Due to administrative lapses, there have been instances of violence against doctors, and landlords have refused to let in those who work in COVID facilities. This has caused many HCPs to question their professional choices, resulting in an increase in mental health concerns. A retrospective study of media reports of suicide among HCPs during the first wave of the COVID-19 pandemic showed that worldwide, 26 HCPs had died

by suicide. Out of these, eleven were doctors, nine nurses, five paramedics, and one medical student. A majority (14) were females. India accounted for the most deaths (n = 8), followed by the United States (n = 6), with COVID-19 infection being the most common cause, followed by workplace stressors.

Das, N., & Khar, P. (2022). Among medical students and professionals in India, academic stress is the leading cause of suicide, followed by mental illness and harassment. Stressfully long working hours, long hours of starvation, inadequate diet, sleep deprivation, inadequate rest, high levels of personal expectations, knowledge of lethal suicide methods, easy access to potentially fatal drugs, apathy, and fearlessness towards death are some of the contributing factors. Primary preventive measures to minimize suicides in HCPs would be to conduct stress-management workshops at an institutional level, routine mental health check-ups in healthcare institutions, mental-health screening for students enrolling in healthcare courses, and prompt referrals to mental healthcare facilities.

Mohanty, A., & Kabi, A. (2022). In recent years, the well-being and quality of patients have received much attention, but the well-being of health care professionals (HCPs), who provide comprehensive healthcare to patients, has received less attention. Research reveals that fewer staff, an increasing workload, longer working hours, high clientele expectations, and unique workplace problems and hazards all contribute to increased stress among HCPs. There is increased morbidity in HCPs in comparison to the general population. Despite their awareness, HCPs must take personal responsibility for improving their health by implementing well-being measures, engaging them in workplace promotion, and implementing necessary changes at the administrative and institutional levels.

Sakr, F., & Haddad, C. (2022). Administrative rather than conceptual leadership skills shape healthcare professionals' work ethics and may contribute to the ethical construct. Better administrative leadership fosters professional attitudes and intrinsic work motivation. Higher leadership capacities are positively associated with professional maturity and, thus, with moral reasoning and behavior in professional practices. They can also empower health care professionals to manage at all levels within a team. Therefore, we must redefine the work ethics construct in healthcare to adapt to the dynamic transformational change of the health system through continuous soft skills education and training.

The Affordable Care Act of 2010 is also known as Obamacare. The Affordable Care Act of 2010 is one program that focuses on extending healthcare to Americans and reducing public health disparities. This program lays the groundwork for people under the age of 26 to receive accessible care from their parent or guardian's health care plans. Afterward, they must pay for their health care plan. Furthermore, the program stipulates that the government provides free healthcare to retired adults aged 55 to 64 to avoid any insurance plan complications. Essentially, Obamacare seeks to expand access to healthcare care, regardless of the scale of one’s medical diagnosis, to ultimately save lives that would have been lost due to the inability to pay expensive medical bills.

**Research Objectives**

- To analyse the best practices of stress management and work life balance of Health care professional in hospital sector.

Research methodology: The Researcher have conducted survey from five super specialty hospitals namely: 1.Rain bow children hospital, 2. Mamatha super specialty hospital, 3.Sigma multi-specialty hospital, 4.Yashodaa hospital, 5.Mallaeddy medical hospitals of 266 health care employees from various designations with structured questionnaire, about the role of organization in providing facilities, conducting counseling programs periodically to manage work stress and work life balance of HCP employees. The perception of the respondents has analyzed in statistical tools Cronbach Alpha test have conducted for reliability of the data and cross tabulation, chi- square test have conducted.

Research Gap: Health care professionals are key resources in achieving continuous success in providing medical services to the public at various levels of the society. Various studies have been conducted to analyze the how work force, stress and work life balance is essential in health care sector, but narrow study is available about the role of organization in providing safety and security to manage their stress and work life balance for staff nurses and supporting staff at all levels women employees of medical assistants in heath sector.

**Research Hypothesis**

- Null hypothesis (Ho): There is no significant association between Health care professional designation and "stress and work life balance".
- Alternative hypothesis (Ho): There is a significant association between Health care professional designation and "stress and work life balance".

**Research Limitations**

- The study is limited to selected super specialty hospitals in Hyderabad only. Its conditions cannot be applied to the whole hospital sector at national level.
- The primary data have been collected through questionnaire from the selected super specialty hospitals health care professional in Hyderabad. So there are the possibilities of errors in the opinions of the respondents which apply to the present study.

**Data Analysis**

**Table -1 Represents Cronbach's Alpha Test:**

| **Reliability Statistics** | |
|---|---|
| Cronbach's Alpha | N of Items |
| **0.786** | 20 |

The researcher processed the data using IBM SPSS software and conducted a Cronbach's alpha test ($\alpha$ = 0.786) to assess internal consistency and reliability. The alpha value of 0.786 indicates strong internal consistency (above the recommended threshold of 0.5), suggesting that the data are reliable for further analysis.

The table provides a breakdown of responses from different categories of healthcare professionals regarding their perceptions of challenges and issues at their workplace. Here are some key observations: Across all categories of healthcare professionals (OT-technicians, staff nurses, para-medical staff, doctors, and housekeeping staff), there is variation in the distribution of responses (strongly disagree to strongly agree) regarding workplace challenges.

**Table: 2 Cross tabulation tests for Health care professional and challenges &issues at work place**

| Crosstab | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Health care professional challenges &issues | | | | | Total |
| | | | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | |
| Health care professional | OT–technicians | Count | 8 | 6 | 8 | 10 | 30 | 62 |
| | | % within Organization | 12.93% | 9.67% | 12.90% | 16.12% | 48.38% | 100.0% |
| | Staff Nurses | Count | 5 | 8 | 8 | 12 | 25 | 58 |
| | | % within Organization | 8.62% | 13.79% | 13.79% | 20.68% | 43.10% | 100.0% |
| | Para-Medical staff. | Count | 11 | 7 | 11 | 12 | 13 | 54 |
| | | % within Organization | 20.37% | 12.96% | 20.37% | 22.22% | 24.07% | 100.0% |
| | Doctors | Count | 9 | 20 | 8 | 7 | 8 | 52 |
| | | % within Organization | 17.30% | 38.46% | 15.38% | 13.46% | 15.38% | 100.0% |
| | House-keeping staff | Count | 10 | 9 | 8 | 9 | 4 | 40 |
| | | % within Organization | 25% | 22.5% | 20% | 22.5% | 10% | 100.0% |
| Total | | Count | 43 | 50 | 43 | 50 | 80 | 266 |
| | | % within Organization | 16.16% | 18.79% | 16.16% | 18.79% | 30.07% | 100.0% |

For instance, OT technicians and housekeeping staff have a higher percentage of respondents in the strongly agree category (48.38% and 30%, respectively), indicating significant agreement on the challenges they face. Doctors show a diverse distribution, with a notable percentage in the disagree and agree categories, suggesting a varied perception of workplace challenges among physicians. Staff nurses and paramedical staff exhibit a balanced spread across the response categories, indicating mixed opinions on workplace challenges.

When analyzing the results of the chi-square test that you conducted for your research paper on "Challenges and Issues of Super Specialty Hospitals and Healthcare Professionals in the Workplace," it is customary to

include a summary of the findings. To approach the analysis methodically, follow these steps: We used a chi-square test to analyze the relationship between the observed and predicted frequencies of obstacles and issues faced by healthcare professionals working in super specialty hospitals.

**Table: Calculation chi-square test Super specialty hospital and Health care professional Challenges &issues at work place**

| S. No | Observed Frequency: (Oi) | Expected Frequency: (Ei) | (Oi – Ei) | $(Oi – Ei)^2$ | Chi-Square($\chi^{2)}$ = $\sum [(Oi - Ei)^2 / Ei]$ |
|---|---|---|---|---|---|
| 1 | 8 | 10.03 | -2.03 | 4.12 | 0.41 |
| 2 | 6 | 11.65 | -5.65 | 31.92 | 2.73 |
| 3 | 8 | 10.03 | -2.03 | 4.12 | 0.41 |
| 4 | 10 | 11.65 | -1.65 | 2.72 | 0.23 |
| 5 | 30 | 18.64 | 11.36 | 129.04 | 6.92 |
| 6 | 5 | 9.37 | -4.37 | 19.09 | 2.03 |
| 7 | 8 | 10.90 | -2.9 | 8.41 | 0.77 |
| 8 | 8 | 9.37 | -1.37 | 1.87 | 0.19 |
| 9 | 12 | 10.90 | 1.1 | 1.21 | 0.11 |
| 10 | 25 | 17.44 | 7.56 | 57.15 | 3.27 |
| 11 | 11 | 8.72 | 2.28 | 5.19 | 0.59 |
| 12 | 7 | 10.15 | -3.15 | 9.92 | 0.97 |
| 13 | 11 | 8.72 | 2.28 | 5.19 | 0.59 |
| 14 | 12 | 10.15 | 1.85 | 3.42 | 0.33 |
| 15 | 13 | 16.26 | -3.26 | 10.62 | 0.65 |
| 16 | 9 | 8.40 | 0.6 | 0.36 | 0.04 |
| 17 | 20 | 9.47 | 10.53 | 110.88 | 11.70 |
| 18 | 8 | 8.40 | -0.40 | 0.16 | 0.01 |
| 19 | 7 | 9.77 | -2.77 | 7.67 | 0.78 |
| 20 | 8 | 15.63 | -7.63 | 58.21 | 3.72 |
| 21 | 10 | 6.46 | 3.54 | 12.53 | 1.93 |
| 22 | 9 | 7.51 | 1.49 | 2.22 | 0.29 |
| 23 | 8 | 6.64 | 1.36 | 1.84 | 0.27 |
| 24 | 9 | 7.51 | 1.49 | 2.22 | 0.29 |
| 25 | 4 | 12.03 | -8.03 | 64.48 | 5.35 |
| Chi-square($\chi^{2)}$= $\sum [(Oi - Ei)^2 / Ei]$ | | | | | $\chi^{2)}$ =44.58 |

The following table provides a comprehensive presentation of the observed (Oi) and predicted (Ei) frequencies for every group, as well as the chi-square statistic, (Oi-EEi), and (Oi-EEi)½ calculators. The obtained chi-square value of 44.58, with degrees of freedom equal to 24, indicates a substantial link between the observed and predicted frequencies for all categories. When it comes to the frequency of difficulties

and problems that healthcare workers at super-specialized hospitals face, it is patently obvious that there are significant distinctions between the two.

**Finding**

From the above cross tab found that 64.5% of OT- Technicians and 63.78% of Staff nurse employees, 46.29% Para medical employees, 28.84% of Doctors, 32.5 % of Housekeeping employees have strongly Agree that Women employees are facing issues like adequate facilities at job,; irregular job timings can badly effecting their heath and causes to mental illness, non-availability of relievers at job make them in depression , anxiety which cases the poor performance of job, Sickness and absenteeism. About 64.5% of OT- Technicians and 63.78% of Staff nurse employees are facing reproductive health issues such as problems in menstruation, ovulation, infertility, and effects on the fêtus causes miss carriage of pregnancies due to work under pressure and heavy radiation theatres. The analysis shows that there is a significant relationship at various categories of women HCP and their stress and work life balance.

**Conclusion**

The role super specialty hospitals about 50% are failed to provide Health care professionals safety, Security and work life balance. Handling women employee's issues ineffective manner. Still there is a need to improve the healthy work culture, women employee welfare policies for wellbeing of women employees in Hospitality sector.

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