

# **CHAPTER V**

## **SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION**

### **5.1 Introduction**

A good working environment is one of the most important fundamentals in making you experience good and for our activities to function and develop. Stress affects the mind, body, and behaviour in many ways, and every one experiences stress differently. Long time stress among student nurses or prolonged stress can cause memory problems and inability to concentrate in the studies. The nursing practice is energetic and is highly influenced by the medical and technological development, but the core of nursing practice “care” has remained the same. In the recent years work environment is given importance and organisations are enthusiastic to know how stress and burnout affect nurses’ work, health and life. Efforts had been made to recognize the stressful situations affecting nurses and to recognise the premature signs of stress to burnout so that adverse health effects and nurse turnover can be avoided. The World Health Organisation has estimated the nursing deficiency in India in 2020.

### **5.2 Major Findings**

1. It is noted that, a more number of respondents (40.5 %) belongs to the age group of below 25 years and a less number of respondents (7.6 %) belongs to the age group of above 40 years. In terms of marital status it is noted that a maximum respondents (57.5 %) were married and a minimum of respondents (6.1 %) were other category. With regards to the family types, a maximum of respondents (53.4%) were under joint family and a minimum of respondents (46.6 %) were

under nuclear family. It is observed that the educational qualification a more number of respondents (42.0 %) completed to certificate course and a less number of respondents (5.3 %) completed post graduate degree. And also it is seen that a more number of respondents (42.8 %) have no children in their family and a less number of respondents (4.3 %) have more than two children in their family.

2. It is observed that a maximum of respondents (58.5 %) were working as a Auxiliary Nurse and a minimum of respondents (13.4 %) were working as head nurse. With regards to job location a maximum respondents (53.7 %) were in urban area and a minimum respondents (21.5 %) were in rural area. It is noted that the monthly income of the nurse a maximum respondents (52.2 %) belongs to less than Rs. 10,000 and a minimum respondents (14.7 %) belongs to Rs. 20,001 and above. It is revealed that a maximum of respondents (67.6 %) were from private organisation and a less number of respondents (32.4 %) were from Government organisation. And also it is seen that a maximum of respondents (58.2 %) have less than 5 years experience and a minimum of respondents (1.5 %) have 16 years to 20 years experience.
3. With regards to the realization of occupational stress a more number of respondents (30.1 %) opined partially true and a less number of respondents (15.9 %) opined neutral.
4. It is noted that type of stress commonly encountered in the job a more number of respondents (38.0 %) have both physical and psychological stress and a less number of respondents (30.6 %) have physical stress in the job.

5. It is revealed that the time of realization of occupational stress a more number of respondents (35.7 %) opined as remembering of family affairs and a less number of respondents (14.4 %) opined as inconvenient working hours in the job.
6. With regards to factors affecting job stress on the behaviors, a more number of respondents (43.8 %) stated non- corporation factors and a less number of respondents (7.1 %) stated lack of interest in factor affecting the job.
7. It is observed that the stress minimization strategies, a more number of respondents (33.9 %) have maintaining superior subordinate relationship strategy and a less number of respondents (11.1 %) have family commitment strategy.
8. It is seen that mode of managing stress, a maximum of respondents (63.8 %) opined the mind diversion and a minimum of respondents (2.5 %) opined do the exercises in the mode of managing job stress.
9. It is noted that the sources of managing stress, a more number of respondents (32.7 %) stated peer group sharing and a minimum of respondents (4.8 %) stated reduced deadline pressure.
10. With regards to the relaxation technique, a more number of respondents (41.3 %) were moderate level and a minimum of respondents (27.3 %) were low level relaxation technique. It is noted that the strategies for preparation a more number of respondents (42.0 %) belongs to moderate level and minimum of respondents (26.6 %) belongs to high level strategies for preparation. It is seen that the distraction techniques, a maximum of respondents (53.9 %) opined moderate level and a minimum of respondents (20.8 %) stated high level of distraction technique.

### **5.3 Suggestions**

Nursing is an extremely stressful occupation. From the moment nursing students start their education program to when they retire; they face difficult situations and stressors on a daily basis. In fact, stress and burnout affect 10-70 per cent of nurses. Sources of stress can be the patients and cases they observe, time constraints to get work done, conflict with leadership or co-workers, or a feeling of lack of control in their work environment. Stress can lead to fatigue, exhaustion, and detachment from their work which may lead to patient safety concerns. Therefore, successful management of stress is essential to the well-being of not only the nurse, but patients as well.

The relationship between age, duration of employment and burnout appears in line with observations that burnout symptoms may diminish when people get older. These associations may be explained by the development of better coping strategies by more experienced nurses as both variables are intimately related with professional experience.

Marital status is found to have significant association with the level of stress. Being a woman and consideration between the responsibilities of housekeeping and occupation is a source of stress; because with additional work, being away from social and family life, they undergo depression and dissatisfaction with their work. For nurses and their organisation, job stress is incredibly expensive and its side effects become clear in the form of tiredness, harsh behaviour, anxiety, increase of blood pressure, lack of self confidence, lack of job satisfaction, and decrease in efficiency. Findings from studies that explored family-work disagreement in relation to stress, burnout, and well-being indicated the importance of allowing for both work family spheres. Work meddlesome with family had a direct relationship with work exhaustion 80 percent of

whom were female. Family interfering with occupation, however, is still not studied. Most often work interfered with family more than family interfered with occupation. The age group of most of the nurses, are in their mid 40-s, were between the demands of child care and senior care. The principle determinant of stress is workload: nurses are unlikely to convey personal stress to work. Conversely, there is no difference between female physician working full time or compact hours in regard to work interfering with family or family interfering with occupation. In addition, personality is also a significant factor whether individuals observe situations as stressful.

Professional opportunities and training afford individuals the prospect of additional developing themselves and increasing within the ranks of their career. They also acknowledge understanding and time dedicated to nursing, which provides much-needed recognition in the ground of nursing. Low wages, lack of resources to work effectively, limited career opportunities, and limited educational opportunities are other significant factors. Because of insufficient staffing levels nurses become aggravated with their inability to complete their work to their professional satisfaction, and they experience complications in meeting patient's needs.

Stress management techniques origin a significant improvement in work stress and job performance levels of head nurses; therefore, it is recommended that such a programme be regularly implemented. Problem solving is a cognitive strategy used to do something to decrease the demands, construct the resources or a combination of both. To manage with stress alongside the use of mental activities such as; deviation and stop thinking, realism, and positive thinking, participants used strategies such as: performing preferred activities, taking drugs and medicines. They were also using

techniques to reduce the physiological symptoms, releasing emotions, and praying to control their body and mind.

Research has shown that salary, periphery benefits and personal policies or regulations are continuously resulting in dissatisfaction amongst nurses and consequently increase their levels of professed stress. Many family activities take place in the evening while non-night shift nurses are working, suggesting shift duties might particularly influence those with children and the need to take care of their families, suggesting married status still provided a good support system.

Personality was explored is a significant variable in the burnout of work stress equation in a numeral of investigations. Together, studies maintain findings that perceptions of job stress and burnout are not just a creation of work conditions because not all workers, showing to the same conditions, develop burnout or perceive stress. However, the specific features of personality that affects the perception stress or burnout remain unclear. Neuroticism has been associated with exhaustion. External spotlight of control has confirmed a positive relationship with burnout and stress.

Quality Work Life is the quality of relationship between employees and the total working environment. Nurses are the largest group of employees in health care organization. Nurses are the largest group and front line work force in health care system. Without their contribution quality of hospital services and patient care cannot be improved. Therefore Quality of work life (QWL) of nurses working in health care organization should be very high. This study also reveals that socio-demographic characteristics of nurses and QWL found to be significantly associated. The authorities in the health care system should develop strategies for improving the nurses work

conditions and their QWL, so that, nurses will be able to perform better care for their patients.

Working at the face of care, nurses play a input responsibility in the deliverance of safe, quality healthcare. Acute care nurses have to make timely and relevant clinical decisions, yet work within environmental conditions that are conducive to error. A modern study showed that nurses on average were intermittent three to six times every hour by people, and telephone, etc (Potter et al., 2005). The possible impact of interruptions and distractions includes medical and medication errors, ineffective delivery of care, conflict and stress among health professionals, latent failures, and poor outcomes. Strategies, innovations, and specific interventions to reduce distractions were discussed as ways to improve patient safety, nursing productivity, and quality of care, particularly during medication administration processes.

A complete depiction of nurse stress and burnout in the occupation place needs to be developed. Once work stress is examined from a more concrete theoretical and conceptual basis, then intervention studies can be initiated to assess the most constructive ways to mitigate work stress. Nurse administrators are responsible for creating the environment in which nursing is practiced and patient care is given, it is important to explore interventions that will reduce the stress and burnout experienced by nurse. Therefore, there is a need of continuous and systematic blue print of stress and burnout of nurses in the workplace to increase in an effective manner.

Nature could have a threefold consequence. By plummeting the stressful nature of the nurse administrator's work, nurse administrators could be more contented in their positions. This responsibility of satisfaction, in turn, could lead to attractive those managerial behaviours that develop the occupation environment for staff nurses.

Improved working conditions for nurse administrators might make the responsibility more appealing and help accurate the serious dearth of individuals interested in pursuing administrative positions. With this aspect, working conditions of nurses are directly associated with the administration of the hospital. Hence, if the hospital authorities improve their administration efficiency, it leads to reduce the stress of the nurses in the workplace.

Finding a relaxation is another great way to decrease stress. It gives nurses something moreover to focus on, and it's something that they enjoy. Hobbies construct people feel good and sometimes provide a feeling of conceit and accomplishment. Nurses often care for others without stopping to care for themselves. This culture needs to shift. An Indian study originate that about 60 percent of nurses were not satisfied with their pay. Even though most nurses have enjoyed permanent employment status, it was clear people find it hard to get stimulated if they are stressed about lack of money. Communication is a great way to combat stress. Obviously keeping in mind confidentiality, talking about feelings with a loved one can help alleviate anxiety. Communication with other members of staff can also be beneficial as, quite often, they will have experienced similar emotions and can advise on how they overcame these issues.

A research study examined mid-career nurse erosion considering the approximate 16.5 percent turnover rate of registered nurses in hospitals. The results show that nurses' target to stay was strongly linked to job satisfaction and career development. Beyond deploying health, information technology tools and implementing combined workflows, hospitals can improved support nurses on an individual level by allocating time and property to programs and management processes that create real,

permanent value for nurses. Therefore, Hospital industry should adopt modern information and communication technology enabled training programme to impart the burnout strategy and increase the efficiency in the workplace.

Co workers support groups are one way for nurses to distribute their challenges with one another and attach with their co-workers on a personal level, making it easier to be more understanding and compassionate in a professional environment. In addition to giving nurses time to imitate on patient loss, these support groups help them vocalize the reality of burnout and compassion fatigue. Eliminating the stigma that comes with nurse burnout and consideration fatigue will afford nurses with a more comfortable environment in which to speak up. Hence, time management to the nurse's work is more important. There should be a proper time allotment to refresh with their families, which help to maintain work life balance.

Every hospital must think the particular stresses for their own nurses. Nurses also must make time to care for themselves, both professionally and personally. With an ongoing training and education program that keeps nurses up-to-date on industry best practices, hospital nursing staff will feel valued as employees and more motivated to perform at their highest level daily. Facilitating self-management and helping nurses develop the right work/life balance is crucial as well. Hospitals that actively avoid scheduling the same nurses for the same long hours in the same high stress environment gives nurses the personal time needed to care for themselves. Reform is essential of the community nursing personnel system, and improvement of continuing education programs and stress-alleviating measures to decrease community nurses' job stress. Now days nursing profession become more multifaceted and complicated due to unidentified

diseases and contemporary equipments which may not be aware of higher-ranking and experienced nurses.

Shift working, particularly night shifts, traditionally attracts compensate enhancements but can have a significant consequence on personal and social life. Prolonged shift work, especially night shift work, also has a health risk as it produces symptoms that correspond closely to those of mild or moderate distress. Nurses lean to build up feelings, emotions, and concerns due to the hectic nature of their job. Enlisting the help of a mentor offers a reliable go-to person who can listen and guide at overwhelming times. Mentors can not only increase personal development and aid in achieving long term career goals, they can also indirectly improve patient outcomes. Therefore, if the hospital administration providing housing facility to the nurses, it will be easy to reach the home after their shifts particularly in night shift. It will be very useful to eliminate the work stress of the nurses.

#### **5.4 Conclusion**

Nursing profession is one the more complicated and commitment oriented job which needs more patient and dedication to attend and spent time with the job. It is an also considered as equalling to mother to the word and tack care very seriously. Nursing profession occupies supplementary and additional sentimental and essential job of the motherhood personalities. Without the assistance of the nurses a hospital or healthcare centre cannot function successfully. Which is not only replacement to the medical practitioner but also supplement of all medical treatment and operations. With this aspects quality of nurses determined not only with her/his education but her dedication and involvements. Sometimes, this kind of commitment or professional affiliations creates job stress and depression which leads to fail or unable to manage their family

commitments. In this situation nurses should know how to burnout work place stress and health care centers also provides some strategies to coping of stress. It is not only safeguard nurses from mental depression or work pressure. But also it helps to increase the work efficiency of the nurses. With this aspect the present study made an attempt to discover the work stress and burnout among the nurses with respects to work environment and working conditions. It is concluded that, work environment and working environment play a significant role in burnout the stress of nurses in selected hospitals in the study area. Stress coping mechanism and burnout Strategies to be strengthen to increase effective work environment to the nurses in the study area.

### **5.5. Scope for further study**

This study mainly focused on work stress and burnout among nurses with respects to work environment and working conditions. Stress is a common phenomenon which can apply to any discipline to discover uniqueness of the stress. Now a day's stress occupies from childhood period to aged people with different segments. With this aspects, work stress and burnout play a key role in all the fields such as industrial sectors, service services, trading sectors, maintained sectors, Educational sectors, and even to the agricultural sectors. a further study may conduct to understand the role of work stress and its influence and work efficiency in different sectors, And also there is a possibility of undertake research on work stress and burnout strategies which is specially to the particular segment of work force with reference to the comparison of industry wise or sector wise or region wise. There is an ample opportunity to study work stress in different perspectives.