



## Stress Management in Service Sector



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### Article history:

**Received:** 12 July 2015

**Accepted:** 30 September 2015

**Published:** 30 November 2015

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### Keywords:

*Emotions;*

*Mental effects;*

*Physical;*

*Stress;*

*Techniques;*

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### Abstract

This paper describes the causes stress in the hospital. The paper examines the techniques or methods used to lower stress. The paper examines various stress reduction techniques to alleviate stress. This paper is to identify emotional, physical, and mental effects of stress. Also this paper explores work related sources of stress.

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## 1. Introduction

This paper deals with the phenomenon of work – related stress among doctors in Colombia Asia hospital in Mysore. Lyons, S. T., Duxbury, L. E., & Higgins, C. A. (2006), it looks at the most important risk factors and whether they are related to demands at work or to organizational aspects. It also examines the potential outcomes of stress at individual, organizational, and social level. Cherniss, C. (2003), work – related stress has been identified as a significant cause of absence from work and is associated with ill – health outcomes such as cardiovascular diseases, musculoskeletal disorders, and repetitive strain injuries. Work-related stress has been a growing concern both for employees and employers. Dollard, M. F., & McTernan, W. (2011), it constitutes a major cost to companies. Sasser, W. E., Olsen, R. P., & Wyckoff, D. D. (1978), workers and society due to the associated absence from work and, in some cases and circumstances, increased morbidity. The most obvious risk factors are linked to quantitative and qualitative work demands: workload, quantity and intensity of work and working hours contribute to stress as do emotional and cognitive demands. However, the report also explores the role of the degree of autonomy and control. Levine, C. H. (1980), Lewis, B. R. (1989), a low level of autonomy and control over one’s work, combined with high level of demands, are likely to lead to work related stress. Schneider, B., & Bowen, D. E. (1985), organizational change is also recognized as a potential stress factor.

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### *Problem Statement*

Principles like other chief executive of an employee group face their own unique set of professional problems and challenges that cause them stress. Heibert and Ferber indicate that staff inter-personal interactions. The Systems provide the basic functionalities needed to be handled in a hospital management environment. There is no intelligence of the software in such cases. In the system all the patient details, doctor availability details and regarding the tests done to the patients prescribed by the doctor is maintained manually by the receptionist. If a patient has to be admitted we need to check the availability of the bed which consumes lots of time if done manually. Also there is no proper search technique to check the patient information. It is task to maintain all the finance management system, and the records which maintain doctor details, of the hospital by using the system. In your system, provide solutions to all the above mentioned problems by automating the whole hospital management system by using integrated software that handles the whole system. The system provides One Integrated View to Patients for Billing, Collection, Discharge Detail, and Patient Medical History. Easy Query Handling for instant decision of Bed Allocation for Patients, and request for the Bed Transfers. Effective Search facility to search any type of information related to Patient history and conditions, time pressure, role ambiguity, and perceived role conflicts.

### *Objectives of the Study*

- a) To identify situations that causes stress in the hospitals
- b) To be more knowledgeable on techniques or methods used to lower stress
- c) To describe various stress reduction techniques to alleviate stress
- d) To examine emotional, physical, and mental effects of stress
- e) To identify work – related sources of stress

### *Scope of the Study*

The study was carried out among doctors working in Colombia Asia Hospital. Expost-facto research design was adopted for the study. Fifty people working in this hospital constituted the sample used for the study. The major instrument used for the study was a single questionnaire tagged “Stress Assessment Questionnaire for Hospital Doctors” it contains items measuring job stress, state of health, personal and work behaviors. Job stress assessment scale was used for the purpose.

## **2. Research Methods**

### *2.1 Primary Data*

- a) Direct observation
- b) Surveys
- c) Interviews

In order to check the stress level of the Doctors working in hospitals a small survey was carried out in Colombia Asia Hospital. SAMPLE SIZE: 50 people.

### *2.2 Limitations*

- a) The questionnaires were filled by Doctors working in the Columbia Asia Hospital.
- b) The questionnaire was filled by Doctors of different designations. So the point of view of Doctors differs as per their designations.
- c) The doctors from whom the questionnaires are filled are in a heavy workload so some of the questionnaires filled by doctors who are in stress cannot be called reasonable.
- d) The responses of the doctors cannot be accurate as the problem of language and understanding arises.

### 2.3 Organization Profile



#### a) Hospital profile

Columbia Asia is an international private healthcare company incorporated in Malaysia in 1996. Its first medical facility, the Columbia Asia Extended Care Hospital-Shah Alam was launched in Malaysia in 1998. Now, the company has 24 healthcare facilities (hospitals, clinics, and extended care facilities) in four countries namely Malaysia, India, Vietnam, and Indonesia.

Leading the way in private healthcare trends, Columbia Asia offers optimum and affordable medical services through its community hospitals and clinics. With modern amenities and highly trained doctors and nurses, these hospitals are located in residential areas, making quality private healthcare more accessible and efficient for patients. New medical technologies decrease the level of invasive treatments, reducing the length of hospital stays. Moreover, rate structures are transparent and comparatively lower than the standard model for private healthcare. Each Columbia Asia medical facility also houses no more than 100 beds per hospital. The hospitals may be smaller in comparison to other private hospitals but the concept behind its simplicity leads the way towards healthcare trends in the future – efficient, accessible, and cost-effective. As such, its objective is to provide communities with effective healthcare at excellent value, and to be the preferred choice for families and businesses.

#### b) Columbia Asia vision

Vision is to adopt latest technology and designed to deliver efficient care to patients near where they live and work.

#### c) Columbia Asia mission

Mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research, and healthcare for the benefit of humanity.

#### d) Facts about Stress

- 1) Stress in the workplace is undermining performance and productivity in nine out of ten companies, according to a study conducted by industrial society. That's an amazing finding from a British survey. It becomes all the more incredible when you project it to the American workplace.
- 2) America has more than five times more people and easily five times more stress.
- 3) And up to 60% of all absences from work are caused by stress. The world health organization calls stress, "A global epidemic."
- 4) 72% of workers report emotional stress in pervasive in the workplace. Changes in workplace dynamics result in employees feeling overwhelmed with work responsibilities.
- 5) 80% of patient visits to their physician are stress related.
- 6) According to the American cancer society, one out of every three people will get some form of cancer in the course of their lives. Today, a plethora of documented studies reveal the mind-body connection is not theory,

#### e) Stress Management

Stress management can be defined as interventions designed to reduce the impact of stressors in the workplace. These can have an individual focus, aimed at increasing an individual's ability to cope with stressors. The goal of Stress Management is to help you to manage the stress of everyday life. Mandy different methods may be employed, such as biofeedback, meditation, and massage. Counselors work with individuals in order to determine what stress management program will work best for that person.

Tips to stress management include calm, clear thoughts and quiet confidence in yourself and your ability to accomplish the goals set for yourself.

A set of techniques and programs intended to help people deal more effectively with stress in their lives by analyzing the specific stressors and taking positive actions to minimize their effects.

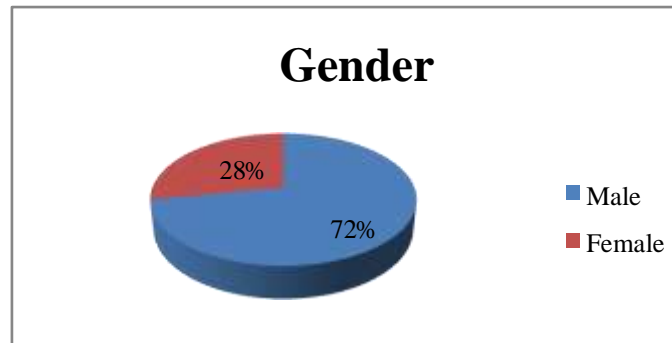
Most stress management programs deal with job stress and workplace issues.

### 1. Demographic Profile of the Respondents

Table 1  
Gender wise classification of employees

Opinion	Male	Female	Total
Response	36	14	50
%	72	28	100

Source: Field Survey

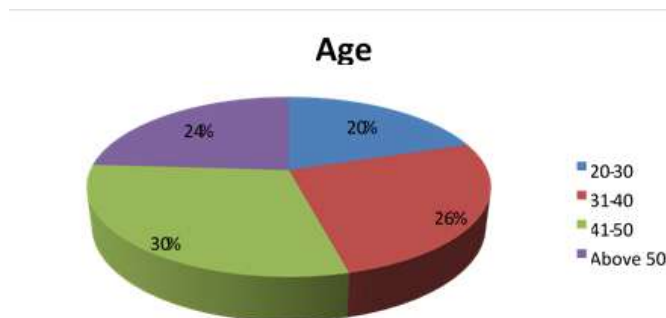


#### Findings:

From the above table it is observed that 72% of respondents are male and 28% of respondents are female. It is inferred that majority of respondents are male in Columbia Asia hospital.

Table 2  
Age wise classification of employees

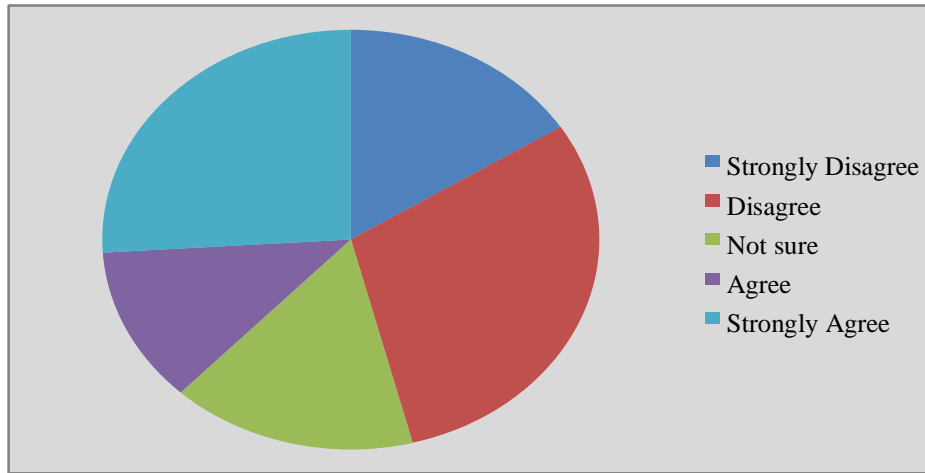
Opinion	20-30	31-40	41-50	Above 50	Total
Response	10	13	15	12	50
%	20	26	30	24	100



Findings: From the above table it is observed that 20% of the respondents belong to the age group of 20-30 years, 26% of the respondents belong to the age group of 31-40 years, 30% of the respondents belong to the age group of 41-50 years and 24% of the respondents belong to the age group of above 50 years.

Table 3  
Working hours does not fit with my personal life

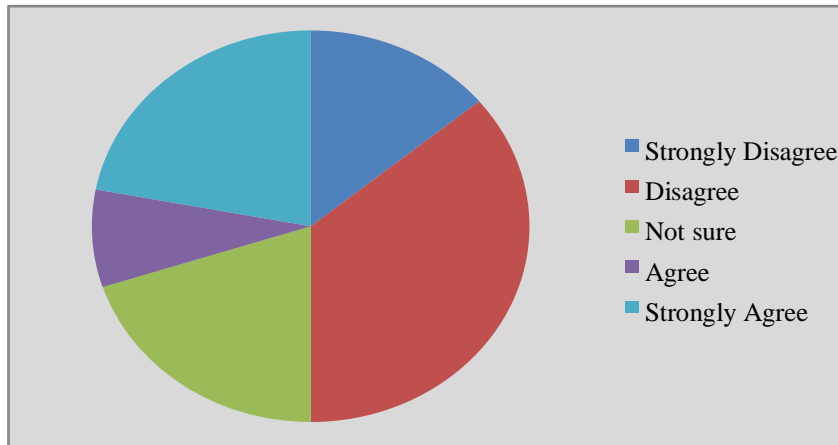
Description	No. of Employees	%
Strongly Disagree	8	16
Disagree	15	30
Not sure	8	16
Agree	6	12
Strongly Agree	13	26
Total	50	100



Interpretation: Most of the Doctors feel that working hours is not affecting their personal life. Hence we can conclude that working hours is not a stress factors for majority of Doctors.

Table 4  
Absence of cooperation between colleagues

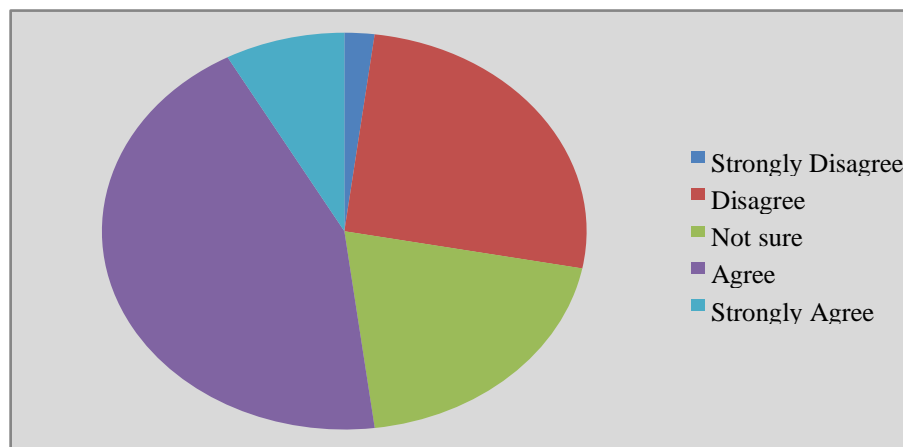
Description	No. of Employees	%
Strongly Disagree	7	14
Disagree	18	36
Not sure	10	20
Agree	4	8
Strongly Agree	11	22
Total	50	100



Interpretation: More than half of the Doctors feel that they find the co-operation between their colleagues in their works and they do not have any problems between them.

Table 5  
Supervising the work of other people

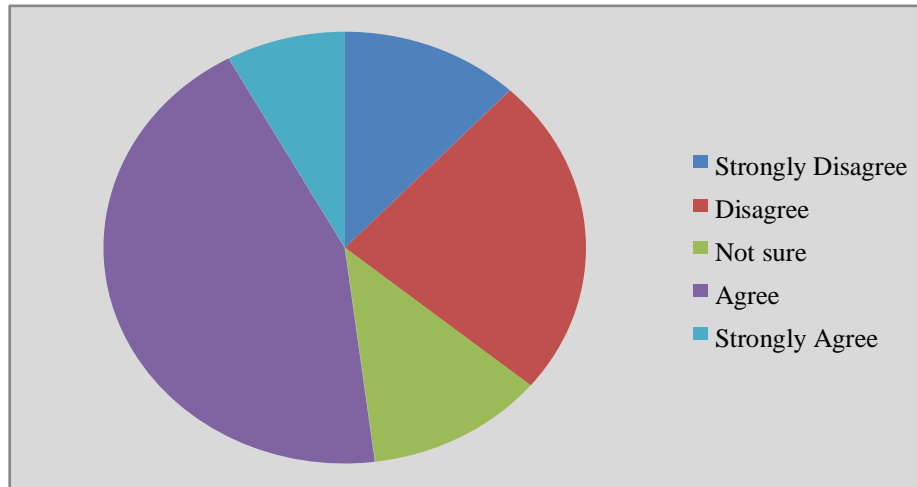
Description	No. of Employees	%
Strongly Disagree	1	2
Disagree	13	26
Not sure	10	20
Agree	22	44
Strongly Agree	4	8
Total	50	100



Interpretation: This is also a major factor of stress. In the working environment, Doctors tend to supervise other's work instead of completing their work. They try to delegate their work to their sub-ordinates. This will cause more tension and stress to the Doctors.

Table 6  
Patients loose temper very quickly

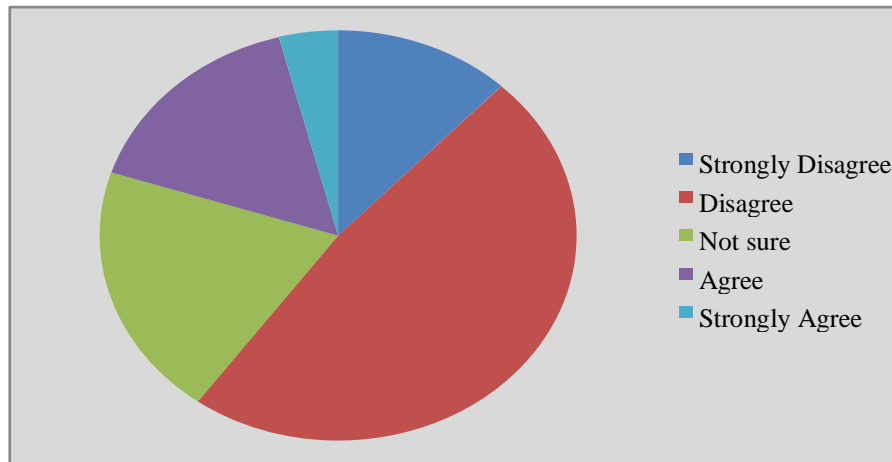
Description	No. of Employees	%
Strongly Disagree	6	12
Disagree	12	24
Not sure	6	12
Agree	22	44
Strongly Agree	4	8
Total	50	100



Interpretation: Hyper-tension is the more common diseases among the patients. Most often patients lose their control in front of the hospital support team. Support team cannot escalate all these things to their management. Hence the doctors feel that they will be frustrated very quickly.

Table 7  
Unhealthy Work Environments

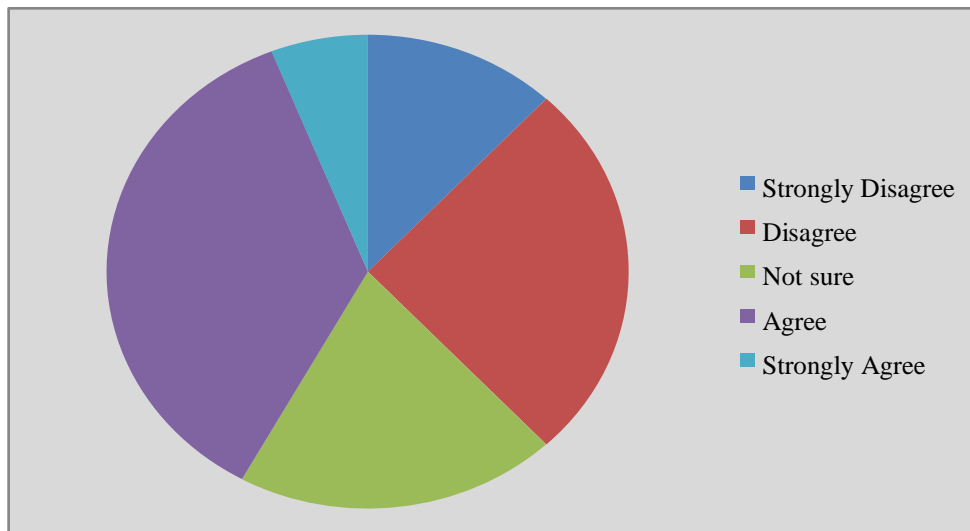
Description	No. of Employees	%
Strongly Disagree	6	12
Disagree	24	48
Not sure	10	20
Agree	8	16
Strongly Agree	2	4
Total	50	100



Interpretation: Majority of doctors disagree that they are having unhealthy work environments.

Table 8  
Having to work long hours

Description	No. of Employees	%
Strongly Disagree	6	12
Disagree	13	26
Not sure	10	20
Agree	18	36
Strongly Agree	3	6
Total	50	100

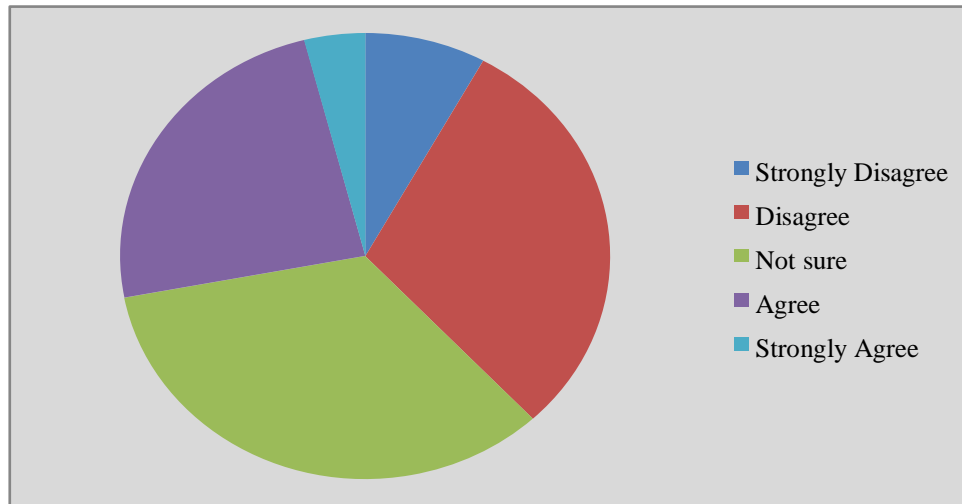


Interpretation: Most of the hospital works on shift. Hence doctors agree that they are not working for long hours.



Table 9  
Dealing with the patients or relatives having expectations of care that cannot be met

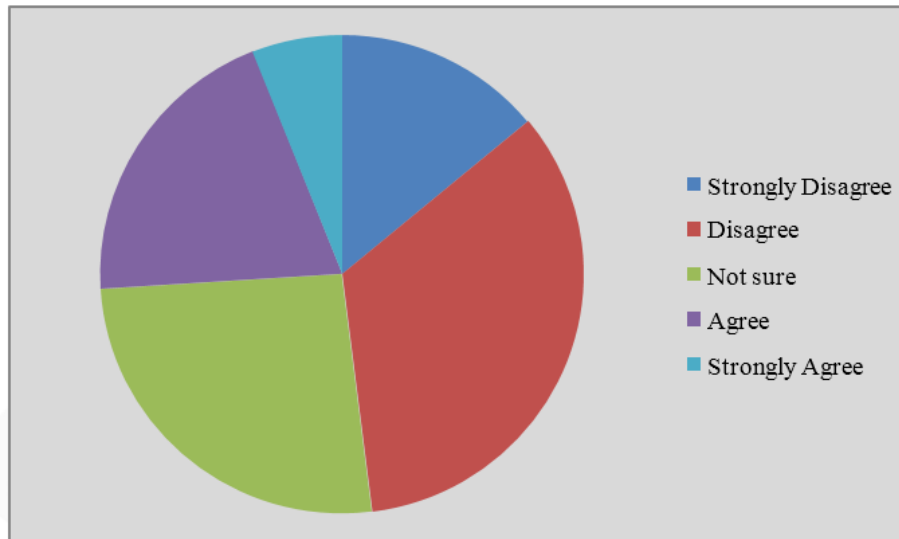
Description	No. of Employees	%
Strongly Disagree	4	8
Disagree	15	30
Not sure	17	34
Agree	12	24
Strongly Agree	2	4
Total	50	100



Interpretation: Most of the patient’s relative about the performance of the doctors. Since this is a high tech hospital, they really care about the patient and their relatives very well. Hence the doctors feels the same.

Table 10  
Feeling that you are using generalist skills as your job becomes more specialized

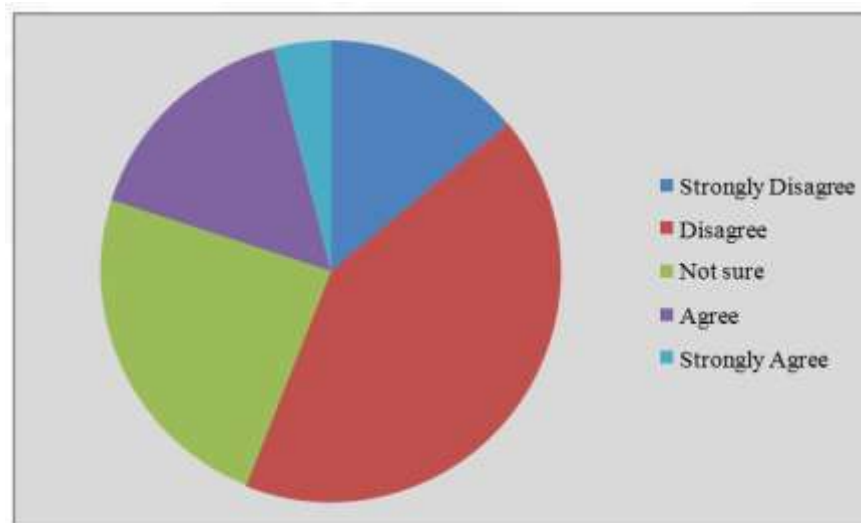
Description	No. of Employees	%
Strongly Disagree	7	14
Disagree	17	34
Not sure	13	26
Agree	10	20
Strongly Agree	3	6
Total	50	100



Interpretation: In high tech hospitals, the organization will recruit only the experts for their departments. Most of the doctors disagree that they are using a generalist skills as their job becomes more specialized.

Table 13  
Do you feel that you are not getting what you want out of your job?

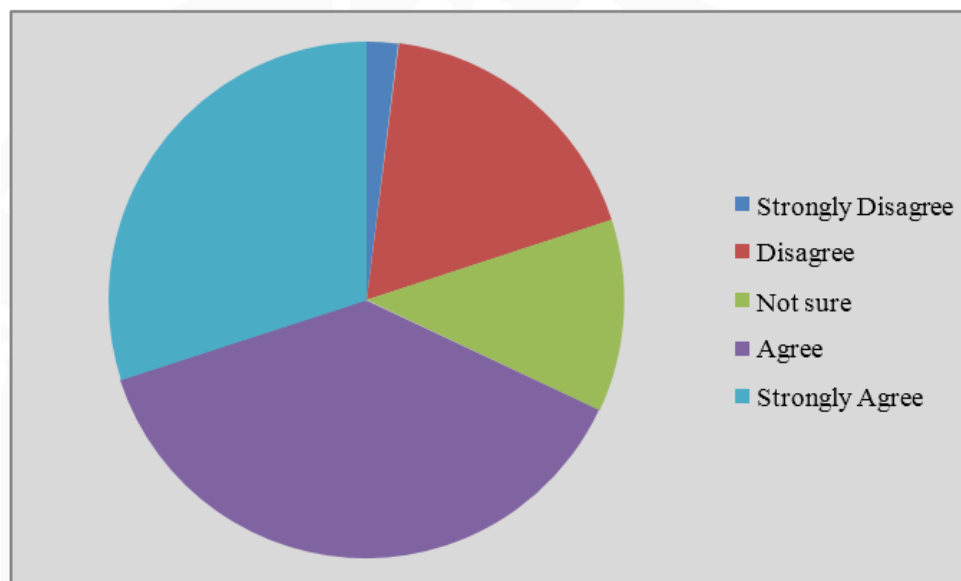
Description	No. of Employees	%
Strongly Disagree	7	14
Disagree	21	42
Not sure	12	24
Agree	8	16
Strongly Agree	2	4
Total	50	100



Interpretation: In high tech hospital and big organizations, the goals and objectives of all doctors are clearly defined and the doctors will be getting what they expect from their jobs. Hence most of the doctors agree to the factors that they are getting whatever that they are expecting from their jobs.

Table 14  
Difficulties in having vacations (or leaves)

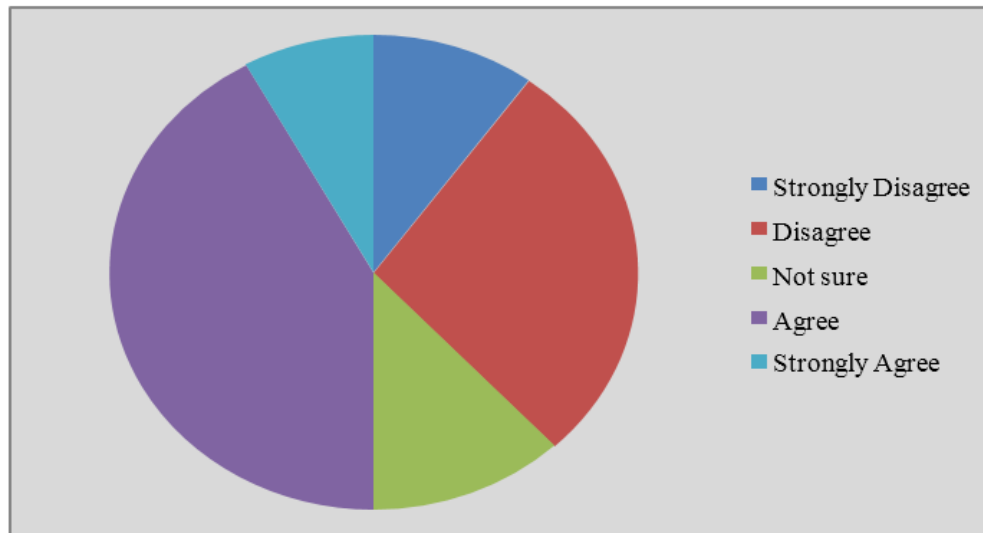
Description	No. of Employees	%
Strongly Disagree	1	2
Disagree	9	18
Not sure	6	12
Agree	19	38
Strongly Agree	15	30
Total	50	100



Interpretation: This is also one of the major factors of stress. Due to the tight schedule the organization tends to avoid giving leaves more frequently to the doctors apart from the emergency leaves. This really frustrates the doctors and this make the doctors getting frustrated very quickly.

Table 15  
Limited opportunities for enhancement and development in this hospital

Description	No. of Employees	%
Strongly Disagree	5	10
Disagree	14	28
Not sure	6	12
Agree	21	42
Strongly Agree	4	8
Total	50	100



Interpretation: There will be limited opportunities in the high tech hospital to enhance our skills, since we are hired only for a set of activities. This will really affect our professional life and the doctors tend to feel more unsecured of their jobs. Most of the doctors have the same views on this factor.

### 3. Results and Analysis

#### *Findings*

It is analyzed from questionnaire filled by the doctors that the doctors who have ticked strongly disagree (SD) more than 20 are not satisfied with the performance which they give in the organization. Thus it is proved that the doctors who are desired to give better performance than their original performance are found more stressful than the others. While at the sometime the doctors that strongly disagree (SD) less than 20 marks are satisfied with the performance.

Very rare of the doctors are to be found suffering from depression. It is proved from the survey that the doctors who have ticked strongly (SD) more than 25 are concern about the opinion of their colleagues. And the doctors who have ticked strongly disagree (SD) less than 25 do not mind about their colleague's opinion. Thus it is proved that the colleagues opinion also play a lead role in the increase and decrease of the stress level. Those who mind about their colleague's opinion are found to be more stressful.

The doctors who have ticked strongly disagree (SD) less than 20 don't believe in sharing their problems with their spouse or friends of any closed one. Thus we can say that sharing your problem with your spouse or close friends is a better idea to reduce stress.

In the questionnaire one of the questions was Do you feel that you are in the wrong organization of the wrong profession? The doctors have their opinion as per their mood.

While considering the point of view of entertainment it depends upon the moos of the doctors. The entertainment is considered one of the most ultimate solutions to reduce stress. Most of the doctors do not spend regular time in entertainment. This may be because they may not be getting time for entertainment or they may not be interested in the same.

One of the questions was asked that were their social life balanced? It is observed that the doctors who have ticked strongly disagree (SD) more than 20 did not have their social life balanced. Thus it is proved that stress may affect our social life also.

The doctors were asked whether they their work or not, moderate answer were given. The doctors who have ticked strongly disagree (SD) more than 25 were not found their work planned. Thus the doctors who plan their work who ticked who have strongly disagree (SD) below 25 except some cases as there are always some drawbacks in making plane.

Failure of a plan may also lead a person to stress. Thus we can conclude. That planning of the work may help to reduce stress level.

Most of the doctors who have ticked strongly disagree (SD) more than 20 fear about their quality of work they give. This aspect is not dependent of the burnout level. This aspect depends upon the dedication of work.

A question was asked that whether you get stressed at the non-achievement of their target? All the doctors have responded positively. But this is not concern with the questionnaire score. From this we can conclude that all the doctors are given achievable target and naturally by the no achievement of the target all the doctors may get stressed. One of the other possibilities is that the doctors have responded positively to show themselves to be good.

Out of 50 doctors of the sample 30 of the doctors accepted that the reason for their stress is workload 5 doctors are not stressed because of the workload but because of their family problem. 15 of the doctors are not suffering from stress. 14 doctors out of 50 doctors who are stressed feel stressfully when their boss scolds them while 36 doctors refused they are not stressed because their boss scolds them. All the 50 doctors have accepted they try to find solution of their stress. 4 doctors out of 50 doctors practice yoga to reduce their stress and the other 46 doctors don't practice yoga. Thus we can conclude that the doctor have reduced their stress by yoga therapy and other doctor have just started the yoga because of high level of burnout. The above analysis is done by the data received from the questionnaire. So the accuracy of data depends upon the response of the doctors

#### 4. Conclusion

Job stress in doctors in hospital has been recognized as a key issue in the workplace in this paper. Characteristics of job stress in the medical profession, especially in doctors and nurses, and the effectiveness of stress management are overviewed the important points in stress management in hospital are summarized as follows:

- a) Improvement of work environment
- b) Assurance of participating and autonomy
- c) Education or training to reduce job stress (ex. Coping behavior, self-care relaxation)
- d) Career development
- e) Total support among medical professions.

Some sports have demonstrated that the established of constant meeting is an effective method of reducing job stress and improving mental health in the medical profession, but few prospective intervention studies have been carried out. Further research is necessary to evaluate the effectiveness of stress reeducation and to develop effective intervention program for medical profession in hospitals.

Hospital work often requires coping with some of the most stressful situations found in any workplace. Hospital workers must deal with life-threatening injuries and illness complicated by overwork, understaffing, tight schedules, paper works, intricate or malfunctioning equipment, complex hierarchies of authority and skill, dependent and demanding patients, and patient deaths; all of these contribute to stress. Stress has been associated with loss of appetite, ulcers, mental disorders, migraines, difficulty in sleeping, emotion instability, disruption of social and family life, and the increased use of cigarettes, alcohol, and drugs.

#### Suggestions

- a) To ensure that efficient care is given to the patients, the government (central or state) the ministries of health or the hospital management board should help in reducing sources of stress in the employees working in the hospitals.
- b) Their working conditions need to be quickly improved by giving them adequate salary that commensurate with the demands of their jobs.
- c) Their promotion should be done as at when due to boost their morale
- d) They should also be involved in vital decisions concerning their jobs and their patients
- e) EServices training workshops and seminars should be organized for them to update their knowledge and skills.
- f) They should have been sent for courses on human behavior, resource management relation, stress management and crisis interventions.
- g) It is hoped that when they are given adequate support by their seniors or when their needs are adequately met many of them will experience less tension or stress at work.
- h) They will become less aggressive or hostile to the patients of their families.

- i) The patients will also receive better and adequate care from them.

*Conflict of interest statement and funding sources*

The author(s) declared that (s)he/they have no competing interest. The study was financed by personal funding.

*Statement of authorship*

The author(s) have a responsibility for the conception and design of the study. The author(s) have approved the final article.

*Acknowledgments*

The author would like to thank the reviewer for their consideration to the further process of the peer review. The author as well as thanks to the editor for their support, valuable time, and advice. Last but not least, the author thanks all researcher for their contribution as the references of the present article.

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