



Working conditions of nurses in public and private hospital of Coimbatore district: An analytical overview

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Abstract

The hospital business is growing up to 40 per cent approximately annually. The nursing staffs, customer care or the front office are the most critical and important factors in their premium services. A hospital should treat its employees especially its nurses in the same way as it treats its patients because if the employees are not satisfied with their jobs, they will leave them. Stress is normal. Stress is generally related to work, family, decisions, future and so on. Stress is both physical and mental. The stress and stressors are induced due to feeling out of control, feeling direction-less, guilt over procrastination or failing to keep commitments and more commitments than one can manage. Changes initiate or institute, uncertainty and high expectations of self. Hence, the present study is intended to analyse the working condition and the influence of stress on various factors of nurses working in public and private hospitals in Coimbatore district.

Keywords: hospital business, nursing, stress and working condition

Introduction and problem discussion

Health is the prominent aspect which is given due importance by every individual. The awareness of health care among individuals is increasing both in family and work places. In addition to that, the work place demand makes the individuals update their health condition. It is considered as a performance component in modern day organizations. In this aspect, the individuals, irrespective of genders give priority to health management.

Health care sector comprises of various functional areas like hospitals, medicare and ancillary services. But amongst, hospitals are the core sector for the health management. Hospitals offer pure services which are intangible and non-inventorised. These services can be effectively delivered only by the support of manpower especially nurses. Nursing is the form of noble service which helps the ill by offering not only medicine, but also kind care and courtesy. It is a round-the-clock service that should be delivered with care and smile. It is the service which cannot be compared with other forms of services. It involves deep concentration, simultaneous presence and effective managing of human anatomy. Since the nursing services need a comprehensive human understanding before, during and after delivering the services, women are preferred more than men in this particular occupation. It is because women always possess the nature of patience, service attitude and empathy while compared to men.

In addition to that, nursing is the kind of professional occupation that needs to manage the human beings and address their complaints. Due to the fierce competition that prevails in the hospital sector, especially due to the participation of private and foreign investments, the nurses are expected to focus on delivering more sophisticated services. In addition to that, the structure of service delivery processes are also changed in terms of approach, attitude, time, reporting,

dealing with technology and accountable HR practices.

Due to these changes in the working pattern and environment of work, the female nurses working in multiple categories of Government and Private Hospitals, face a lot occupational pressure. These aspects are again coupled with the personal, social, family and environmental related issues among the nurses. The female nurses also encounter issues on the basis of work place attitude, care process and gender discrimination. All these together contribute stress among them. With the above settings the present research is intended to find answers for the following research questions;

1. What would be the working conditions of nurses working in Public and Private Hospitals?
2. How far the stress has its influence on various factors of nurses working in Public and Private Hospitals?

Objectives

1. To analyze the working conditions of nurses working in Public and Private Hospitals.
2. To identify the influence of stress on various factors of nurses working in Public and Private Hospitals.

Methodology

The research is investigative and qualitative in nature and the methodology adopted for the study is presented below:

Source of data

The research work is mainly based on primary data collected from the sample respondents through a structured questionnaire. Other information relevant for the study's analysis and others was collected from secondary sources such as journals, magazines, published and unpublished research works and websites.

Sampling

A sample of 100 nurses will be taken for analysis based on simple random sampling method with 50 each from public and private hospitals from Coimbatore district.

Statistical Tools for Analysis

- Simple Percentage
- Mean Score
- Weighted Average
- Analysis of Variance (ANOVA)

Analysis and Discussion

Table 1: Demographic profile of respondents

S. No	Particulars	No of respondents	Percentage (%)	
1	Marital status	Married	49	49
		Unmarried	34	34
		Divorced/Widowed	17	17
2	Age	Below 25 years	30	30
		26-40 years	33	33
		Above 40 years	37	37
3	Type of organization	Government	44	44
		Private sector	56	56
4	Qualification	Diploma	17	17
		UG	53	53
		PG	30	30
5	Experience in years	Less than 5	49	49
		6 – 10	23	23
		11 – 15	15	15
		More than 15	13	13
	Monthly Income	Less than 15000	51	51
		15001-20000	32	32
		20001 and above	17	17

Source: Primary data

The table 1 depicts the demographic classification of nurses as respondents taken for the present study. They are classified on the basis of marital status, age, Type of organization in which they work with, educational qualification, monthly income

and experience. The results represent their presence in the job at various positions in various hospitals in and around the Coimbatore district.

Table 2: Opinion about working condition

S. No	Attributes	Private Hospital		Public Hospital	
		Weighted Average Score	Rank	Weighted Average Score	Rank
1	Job content	6.39	4	6.21	5
2	Working environment	6.48	3	6.92	2
3	Job Satisfaction	5.65	10	4.97	10
4	Job Flexibility	6.58	1	7.12	1
5	Job Autonomy	6.23	5	6.54	4
6	Attitude of Superiors	5.28	11	4.18	12
7	Dependency	5.88	8	5.29	9
8	Monetary benefits	6.21	6	6.18	6
9	Rewards and Recognition	4.87	13	4.39	11
10	Coordination from colleagues	5.76	9	5.92	8
11	Occupational status	5.98	7	6.01	7
12	Service	6.53	2	6.81	3
13	Scope for Career Improvement	4.29	15	3.67	15
14	Scope for learning	5.01	12	3.97	13
15	Support from family	4.69	14	3.91	14

Source: Primary Data

The table 2 represents the opinion of nurses about the working condition of their respective working places. The opinions are

classified between private and public hospitals and their order of [reference has been presented below

Private Hospital

The top five order of preferences are Job Flexibility, Service, Working environment, Job content, Job Autonomy respectively. The penultimate and final preferences are Rewards and Recognition and Support from family respectively.

Public Hospital

The top five order of preferences are Job Flexibility, Working environment, Service, Job Autonomy, Job content. The penultimate and final preferences are Scope for learning and Support from family respectively.

Table 3: Opinion about the Following Aspects in the Working Condition

S. No	Attributes	Private Hospital		Public Hospital	
		Weighted Average Score	Rank	Weighted Average Score	Rank
1	Delegation is not confined to the top, but is intrinsic to the organization’s culture	3.98	2	3.97	2
2	Job rotation is practiced widely to help people develop their potential in new areas	3.68	3	3.79	3
3	Level of stress induces change in behavior.	4.19	1	4.08	1

Source: Primary Data

The table 2 depicts the opinion on various aspects of the working condition among nurses in private and public hospitals respectively. Their order of [reference has been stated below;

Private Hospital

Level of stress induces change in behavior, Delegation is not confined to the top, but is intrinsic to the organization’s

culture and Job rotation is practiced widely to help people develop their potential in new areas.

Public Hospital

Level of stress induces change in behavior, Delegation is not confined to the top, but is intrinsic to the organization’s culture and Job rotation is practiced widely to help people develop their potential in new areas.

Table 4: Opinion about the influence of stress on various factors

Factors	Elements	Private Hospital		Public Hospital	
		Weighted Average Score	Rank	Weighted Average Score	Rank
Personal	Age	3.08	2	3.23	2
	Marital status	2.98	3	3.10	3
	Life style	3.18	1	3.65	1
Job related	Nature of job	3.98	4	3.18	3
	Working condition	3.68	5	2.85	5
	Work pressure	4.28	1	3.24	2
	Work time/schedule	4.18	2	3.69	1
	Responsibility	3.52	6	2.65	6
	Occupational status/designation	4.08	3	2.98	4
	Nature of Family	4.19	1	4.08	2
Family	No. of members in the family	4.08	2	4.28	1
	Family issues	3.97	3	3.52	4
	Children welfare	3.28	5	3.48	5
	Place of Residence	3.68	4	3.66	3
	Income	3.99	1	3.65	1
Economic	Benefits	3.68	3	3.45	2
	Requirement of extra earnings	3.87	2	3.08	3
	Personality	4.87	2	4.87	4
Psychological	Perception	4.45	5	4.65	5
	Attitude	5.12	1	5.08	2
	Accountability	4.55	4	5.01	3
	Involvement	4.68	3	5.18	1

Source: Primary Data

The table 4 states the opinion of nurses in both private and public hospitals on influence of stress on various factors. The top order of preference on each sub factors has been presented below.

Private hospital

Life style, Work pressure, Nature of Family, Income and Attitude respectively.

Public hospital

Life style, Work time/schedule, No. of members in the family, Income and Involvement respectively.

Conclusion

The growing importance of health care throughout the world being catered by different forms of hospitals and its allied sectors. The changes in environmental conditions, human

consumption pattern, system of work and its culture, habituated pattern of consumption of food demands comprehensive health protection among the individuals. In addition to that, the growth of hospitals promoted by private and international participation away from the services of government and aided pattern elevated the need of enhanced health services where the patients are being treated as customers.

Even though the women nurses employ different strategies to manage occupational stress at personal, family, work related and health oriented factors, the consequences are encountered by them as well the patients in different dimension. In order to address the problem, the present study has been conducted with the narrated objectives of studying the demographic profile of women nurses in present day hospital systems, attitude of choosing the career, opinion their work system, attitude about occupational stress its influences, opinion about the outcome of occupational stress on personal, family, health and organizational dimensions.

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