

Role of Stress on Quality of Work Life and Self Efficacy among Nurses Working in Bangalore Private Hospitals

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Abstract— *This study is to help nurses to sustain working environment that focuses on less stressful and more optimistic ways of managing and carrying work at hospitals. The study emphasis on the role of stress levels on quality of work life and self-efficacy among nurses and help hospitals realize the need to focus more on nurses coping styles that would increase their endurance and capacity to deal with the people and their cooperation skills at workplace. The sample comprises of nurses from different private hospitals in Bangalore. The sample was selected through random sampling technique and 103 nurses were considered for this study. The instruments used for this study are Occupation Stress Index (OSI) 46 items and then the quality of work-life was assessed using Work-Related Quality of Life (WRQoL) Scale consisting of 24 items of questions and Self- Efficacy questionnaire was administered which comprised of 10 questions that were related to daily life and work routine. The statistical analysis was made using Pearson's correlation test. The results showcased significant positive relationship between quality of work life and self-efficacy and showcased their relation with stress. The highlight of this study is the need to promote healthy working environment through effective soft skill programs that enable nurses to improve their mental health and working styles.*

Index Terms — Hospitals, Nurses, Quality of Work Life, Self Efficacy and Stress.

I. INTRODUCTION

Nursing as an occupation has evolved from an informal occupation to formal ones over a century now and they perform their roles under the control of physician and concerned authorities. The early development of nursing as an occupation over the years has seen many changes both demographically and in their involvement in the health services. Historically, males also had been performing nursing tasks but since then and now, the social role of nurse is profoundly identified as traditionally feminine functions, the reason being women are considered to be nurturers and caregivers then men. (Davis, 1966, 1972; Freidson, 1970). In English language the word nurse in connotation means mother's relationship to child, the western society sees it as mothering function.

Nursing activities in hospitals from the beginning era of Christianity was viewed as an act of charity to provide services to sick people even under unpleasant conditions by the nuns. The nuns provided services through informal ways to attain spiritual salvation and help less fortunate one they were not affiliated to carry orders of any doctors. Nurses in present scenarios are considered to be playing significant role after doctors. Besides taking care, they supervise their subordinates and are expected to play numerous roles in their job and carry out additional duties related to hospital administration. Along with increase in job roles the stress level and the level of managing physical and psychological stress declines leading to exhaustion in workplace.

An increased level of work stress caused due to high degree of physical and psychological exhaustion can lead to

burnout (Kristensen et al., 2005). Nurses are at high risk of experiencing burnout than some of the other helping professions because of the implicit relationship of job stress to burnout (Duquette, Kerouac et al., 2000). There is a requirement to meet the criteria of developing soft skill programmes in hospitals that promote the overall welfare of the nurses.

Significance of the Study

Dana Basem states that "Being nurse means to hold back your own tears and to draw smiles on people's faces."

Hospitals are considered to be an important health care institution where nurses play a role in acquitting help to the physical and psychological health of patients, over a period of time it might become too stressful to handle some of the situation for long period of time specially when the working environment is always exposed to intense pressure and stressful events. The amount of burnout nurses might face is not similar and numerous factors such as interpersonal or career characteristics have an impact on perceived job stress.

Role of Quality of Work Life in Workplace Success of Nursing Profession

The key role of applying work engagement at workplace is for the purpose that the individual could explore how relations in work forces are managed in the workplace and how the consequences of effective managed work performance would lead to success in the organization. Work Engagement provides insight to personal feelings and to provide meaning to one's daily experience with oneself and others whom they have to work or deal with, such as their

patients, patient's family, doctors and their sub-ordinates.

There was study conducted where the relationship between quality of work life and stress among health professionals consisting of 445 medical staff were included. The doctors and nurses were given the Stress Inventory Scale and Quality of Work Life Scale. The result thereby showed a negative correlation between Stress and Quality of Work Life, whereas there was a weak but significant and positive relationship between age and stress indicating that stress varies with age, experience and salary (Chakrabarty & Sayeed, 2008).

Role of Self-Efficacy in Workplace Success of Nursing Profession

Self-Efficacy is considered to be a tool of measurement of confidence and motivation while performing work. It is to be noted that having higher self-efficacy would enable an individual to be more successful in facing challenges and dealing with unforeseen situation this holds true in case of nursing profession whereby unpredictable and daily workloads atmosphere could lead to stress if they cannot handle situations in proper manner.

A cross sectional research study, comprising of 151 nurses were taken as sample for study on the relationship between burnout and self- efficacy among nurses in Behabhan city, Iran. Out of which 39 were male and 112 were female they had been taken from 3 hospitals. Data had been collected using Maslach burnout and Scherer self-efficacy questionnaires. The findings of the study suggested that the increase in self- efficacy can lead to a decrease in burnout. Thus, by increasing strategies of motivating and improving the satisfaction level of nurses, self-efficacy would gradually increase thereby decreasing the burnout level (Masoom Alidosti et al., 2016).

The importance of this study is to understand the necessity of nurses to cope up with problems leading to stress and how through various training programmes they can adhere to build work engagement and quality of work life, which motivates personal activities and performance moreover to improve overall quality of life index mainly in our workplace.

Scope of the Study

The main aim is to help employees and the organization to grow together this is possible only if employees, managers and employers of the organization work in sync to contribute towards a healthy work environment that fosters organizational commitment. This is possible only when the employees are made to experience a sense of belonging towards their organization, so to initiate such process certain programs and techniques have been practiced in recent years and quality of work life is such one phenomena where employee's not only feel committed to their work and organization but also feel motivated and experience an increase in sense of achievement on their work. A general study conducted on private sector employees showed QWL

had significant relationship between overall job satisfaction, organization commitment and work motivation (Mohd. Ahamar et al., 2013).

A survey conducted on public organization found out that higher quality of work life in organization indicates higher level of organizational commitment (Freyedon et al, 2012). Through this study an attempt is being made to increase work engagement and indirectly increase the organization development by reducing absenteeism, turnover and accidents in work environment.

II. REVIEW OF LITERATURE

A study was conducted by Rehan Sohail Butt et. al in 2019 on topic 'Analyzing The Role of Quality of Work Life And Happiness At Work On Employees Job Satisfaction With The Moderation Of Job Stress, Empirical Research Of Jiangsu University.' The purpose of the study focuses on employee's job satisfaction through the influences of motivational factors e.g. (Quality of work life and Happiness at work). Moreover, it explains the interaction of Job stress and quality of work life on employees' job satisfaction.

A quantitative method was employed in the sample size of 211 respondents; they were selected on the basis of convenient random sampling technique. The study resulted in showing a positive and significant relationship between motivational factors and job satisfaction. The study concluded that organizations need to recognize the importance of happiness at work and quality of work life to maximize employee job satisfaction. This article provides an advantage to society by enhancing people's values, increasing their work, and possibly helping their personal growth and development. Therefore, companies must motivate employees to work hard to achieve the company's goals and objectives.

QWL enhances organizational identity, organizational commitment and job satisfaction, engagement, workload and performance.) QWL also reduces turnover intentions, organizational turnover, personal alienation, absence, claims and insurance and medical expenses (Efraty & Sirgy, 1990; Efraty, Sirgy, & Claiborne, 1991; Sirgy et al., 2001). gaps within an industry while taking corrective actions.

QWL is a useful variable in human resource management in order to understand and point employee's needs, identify strategic to improve quality of work for the employees and thereby it assures of the employee satisfaction and commitment leading to productivity (Lee et al., 2015; Vansteenkiste et al., 2007)

One of the previous research study based on gender differences in quality of work life was evaluated and compared among 624 women and men in the five IT companies in India. This study examined that women in IT jobs had better QWL than men in IT jobs and had greater organizational involvement than men (Jen Schoepke et al., 2004).

Self- efficacy is a form of enduring and strong belief which leads people to face challenges and imbibe self-motivation (Schwarzer, 2002). A research based on Japanese nurses showed that nurses with higher self- efficacy would be less likely to face depression (Shikai, 2002).

The studies which showed lower levels of self- efficacy were associated with high levels of stress and burnout (Kokkonen et al., 2002). In a descriptive correlational design study, consisting of 1996 nurses as a sample from 182 nursing units in 28 hospitals in Korea; self-administered questionnaire was given to assess self- efficacy, affectivity and collective efficacy on their nursing performance. It resulted that the individual level variables including self- efficacy were positively related to nursing performance and the other two variables were positively significant to higher hospital level performance. (Chang et al, Lee & Ko, 2010; Luthans Jenson, 2005; Manojlovik, 2005).

In a qualitative research design of random sampling technique registered nurses with minimum 7 years of experience were taken for the study. All the 25 participants reported that the four reasons for staying in clinical position were because they enjoyed the challenge; positive relationships with colleagues, experience fulfilment and finding a niche. They found their working environment to be new which they could learn from to improvise on their skill and impart the same to new ones (Schoessler and Farish, 2007).

III. METHODOLOGY

Research Objectives

1. To study the role of stress in relation to quality of work life of nurses working in hospitals.
2. To analyze the relationship of stress with self-efficacy that exists among nurses in hospitals
3. To estimate relationship between quality of work life and self-efficacy among nurses working in hospitals
4. To suggest various measures to improve quality of work life and self-efficacy in all sectors of organizations by reducing the levels of stress

Hypotheses

Ho1: There is no significant relationship between stress and quality of work life among nurses working in hospitals

Ho2: There is no significant relationship between stress and self-efficacy among nurses working in hospitals

Ho3: There is no significant relationship between quality of work life and self-efficacy among nurses working in hospitals

Research Design

In this study to determine the relationship of variables with each other Pearson's correlational study was administered. To know if there are significant differences in variables among gender group an Independent t-test was conducted. The stational analysis was conducted using SPSS package of

20.00.

Sample

The sample taken for study consisted of 103 employees working in different private hospitals of Bangalore, out of which 50 were male and 54 were female. The data was collected from sample using random sampling technique and the mode of data collection was through primary data. All the samples were administered with 3 questionnaires and were asked to fill the informed consent before taking up the test for this study.

Instruments

This study data were collected from three questionnaires namely the Occupational Stress Index (OSI) where these items represent the dimensions of the 10 areas related to stress at work place. At first, OSI consists of 46 items and then the quality of work-life was assessed using Work-Related Quality of Life (WRQoL) Scale consisting of 24 items of questions and six dimensions.

Lastly Self Efficacy questionnaire was administered which comprised of 10 questions that were related to daily life and work routine. The scoring of the scale on work engagement, quality of work-life, and self-efficacy were done using Likert scale models.

IV. RESULTS

Table 1: shows Pearson Correlations Co efficient for the samples

Variables		Stress	QWL	Self Efficacy
Stress	Pearson Correlation	1	.192*	.174
	Sig. (2-tailed)		.036	.058
	N	103	103	103
QWL	Pearson Correlation	.192*	1	.096
	Sig. (2-tailed)	.036		.295
	N	103	103	103
Self-Efficacy	Pearson Correlation	.174	.096	1
	Sig. (2-tailed)	0.58	.295	
	N	103	103	103

V. DISCUSSION

Ho1: There is no significant relationship between stress and quality of work life among nurses working in hospitals

Based on the above data inferred from Pearson correlation table suggests that quality of work life is significantly related to work engagement $r = (0.192)$. This means there is a significant relationship between stress and quality of work

life thereby disapproving the first hypothesis which states that there is no significant relationship between stress and quality of work life among nurses working in private sector hospitals.

This indicates that nurses in this study have shown how stress can have an effect on their work performance and well-being. Increased stress levels can lead to turnover, absence, personal alienation having negative impact on quality of work life (Efraty & Sirgy1990; Efraty, Sirgy, & Claiborne, 1991; Sirgy et al., 2001).

Hence in any organization QWL is a useful variable to understand and point employee's needs, identify strategic gaps within an industry while taking corrective actions to improve employee's well-being and thereby it assures of the employee satisfaction, increase work performance and commitment leading to productivity. (Lee et al., 2015; Vansteenkiste et al., 2007)

Ho2: There is no significant relationship between stress and self-efficacy among nurses working in hospitals

In order to test the hypothesis the mean scores and p value of samples were obtained using correlation test.

The above data from the table indicates that stress and self-efficacy also have direct significant relationship with each other $r = (0.096)$, this means that there is significant relationship between stress and self-efficacy. Thus this disapproves the second hypothesis which states that stress has no significant relationship which self-efficacy among nurses working in hospitals. This study showed that participants when had to deal with deadlines or difficult situations they experienced stress and thus leading to certain level of reducing their self-efficacy. The studies which showed lower levels of self- efficacy were associated with high levels of stress and burnout (Kokkonen et al., 2002).

To reduce stress levels in an organization there must be a working environment filled with encouragement and motivation, positive relationships with colleagues, experience fulfilment and finding a niche, having these four elements in an working environment leads to less stressful work environment and a sense of efficacy to improvise on their old work skill and impart the same to new ones (Schoessler and Farish, 2007).

Ho3: There is no significant relationship between quality of work life and self-efficacy among nurses working in hospitals

In order to test the hypothesis the mean scores and p value of samples were obtained using correlation test.

This table denotes that quality of work life has significant relationship with self-efficacy where $r = (0.174)$ which is significant at 0.05 level. This proves the third hypothesis which states that quality of work life has a positive correlation with self-efficacy.

This means there is a positive relationship between quality of work life and self-efficacy, thereby disapproving the third hypothesis which states that there is no significant relationship between quality of work life and self-efficacy

among nurses working in hospitals. This indicates that quality of work life and self-efficacy has enhanced and motivates the employees to perform better. Employees while experiencing quality of work life have gained high optimism and self-efficacy; these employees worked to enhance their ability to perform better and look for brighter opportunities that would motivate their capabilities to rise in more upper level in terms of organizational performances (Nur Rachmat 2020).

VI. CONCLUSION

This study focused on stress on quality of work life and self-efficacy. Hospitals in Bangalore city were considered for the study and in this study all three variables are framed based on the foundations of previous years' researches.

Methodology consisted of the use of three instruments and data was analyzed using Pearson's correlation coefficient. All three hypotheses were disapproved indicating that stress had certain level of effect on work life and self-efficacy of nurses. The findings indicated that quality of work life and self-efficacy had positive significant relationship with each other.

The main purpose of this study is to make employees and organizations understand how stress could affect quality of work life and self-efficacy that aims to enrich the overall employee's performance in contributing towards organizational growth and commitment.

VII. LIMITATIONS

1. The nurses belonging to only hospitals in Bangalore were considered for study thus other state hospitals were not considered in the study.
2. A comparative study between public sector hospitals and private sector hospitals could have enhanced the study
3. Other factors such as gender, age, years of experience etc. were not discussed under study to find the significant differences

VIII. IMPLICATION

This study holds good towards contributing development in the scientific research of industrial and organizational psychology.

The main aim is to increase the organization's attention towards implementing strategies and programs for improving performance and by decreasing role of stress and increase self-confidence of employees working in all sectors of organizations that would inhibit the growth of organizational development in long run.

IX. SUGGESTIONS

In today's world where skill trainings have become essential in industrial world to balance home and work life, therefore this study focuses to increase positive enforcement

through quality of work.

The study suggests to implement Quality of work life programs that can contribute better performances in organizations, quality of work life enhances motivation, satisfaction, commitment and all those factors that contribute to better performances in organizations.

This study also suggests to build peaceful work environment by enhancing employee's participation in relaxation techniques such as yoga, mindfulness breathing and by encouraging them to actively participate in sports and other leisure activities which could help to sustain a healthy and balanced work environment.

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