

A STUDY ON OCCUPATIONAL STRESS AND WORK-LIFE BALANCE OF EMPLOYEES AT KIMS ALSHIFA HOSPITAL

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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Register No.40410206



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI – 600119**

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **S.YUVALINGA RAJA 40410206** who carried out the project entitled “**A STUDY ON OCCUPATIONAL STRESS AND WORK-LIFE BALANCE OF EMPLOYEES AT KIMS ALSHIFA HOSPITAL** ” under my supervision from JANUARY 2022 to MARCH 2022.

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YUVALINGA RAJA.S

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ABSTRACT

This research report is a basic study of well-known competitors in beverage industry of slakes and other soft drinks. The primary purpose of report is to find out the supply chain efficiency of the leading company in the market.

Our research is qualitative and longitudinal in nature and the methodology used to accomplish objectives are surveys, questionnaires.

We have conducted the thorough retailer analysis based on sample size of 150 people from Thoothukudi district to check out the supply chain efficiency of soft drinks leading companies among retailers.

Finally report concludes the findings and gives recommendations to understand their efficiencies and to make strategy to focus more.

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CHAPTER-I

INTRODUCTION

1.1 INTRODUCTION

The purpose of this paper is to review the earliest literature on work life balance with the recognition and explanation of work life balance with occupational stress and other related factors. Personal goals and career objectives are the major factors of human life. Because these factors lead us how-to live-in society in each individual life. Every organization is trying how to improve their work life balance among the employees, so work life balance helps us to increase both the employee's productivity and efficiency. The major objective of each organization is to get maximum output. So, work life balance helps to increase the business outcome level. The major factor that affects the work life balance is occupational stress. Occupational stress is affected by the individual's mental health and physical health. These factors lead to labour turnover, absenteeism, job satisfaction, low productivity. So, this study is to discuss about the impact of occupational stress and work-life balance.

STRESS

The term 'stress' is an inevitable factor which may affect every individual's personal and professional life. The stress may be caused due to personal and / or occupational factors. The stress which is caused owing to occupational factors are known as 'Occupational Stress'. The hyper competitive business world has made tremendous changes in work culture of every organization, in order to provide highly competitive products and services to their customers, which in term reflect remarkable changes in work environment of every organization such as increased working hours, workload, targets, short deadlines, etc. Every individual spends considerable time of their personal time for earning through occupation or business, in order to improve their livelihood and to provide comfort life with all basic and luxury amenities to their dependents. In present scenario, it is a million-dollar question that whether the individual working in any industry able to balance their personal and professional life.

OCCUPATIONAL STRESS:

Occupational stress is a foremost hazard for various employees those who are working in the IT & Healthcare sector especially during Covid 19. Enlarged assignments, economizing, overtime, aggressive environments of work nature, and various shifts in working process are some of roots of stressful working for circumstances. Occupational stress is otherwise known as 'work stress' or 'job stress'. Job stress is having major impact on employees' psychological and physical wellbeing in many professions. The earlier studies also revealed that Job stress constitutes large emotional cost to employee wellbeing and sets a substantial financial burden on organizational performance.

WORK RELATED STRESS

Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes. There is often confusion between pressure or challenge and stress, and sometimes this is used to excuse bad management practice.

Pressure at the workplace is unavoidable due to the demands of the contemporary work environment. Pressure perceived as acceptable by an individual may even keep workers alert, motivated, able to work and learn, depending on the available resources and personal characteristics. However, when that pressure becomes excessive or otherwise unmanageable it leads to stress. Stress can damage an employees' health and the business performance.

Work-related stress can be caused by poor work organization (the way we design jobs and work systems, and the way we manage them), by poor work design (for example, lack of control over work processes), poor management, unsatisfactory working conditions and lack of support from colleagues and supervisors.

Research findings show that the most stressful type of work is that which values excessive demands and pressures that are not matched to workers' knowledge and abilities, where there is little opportunity to exercise any choice or control, and where there is little support from others.

Workers are less likely to experience work-related stress when demands and pressures of work are matched to their knowledge and abilities, control can be exercised over their work and the way they do it, support is received from supervisors and colleagues, and participation in decisions that concern their jobs is provided

WORK LIFE-BALANCE

The term 'work-life balance' refers to what extent an individual is involved in and satisfied equally with their job and personal roles. Work life balance for individuals belongs to educational institutions are of great importance as it create knowledge for all sectors of society. Lack of balance in family and work life among academics will be harmful for all other sectors. Chandel & Kaur (2015) in their study quoted that, 'organizational initiatives are important in maintaining work-life balance of employees'. Earlier researches evident that, 'a higher desire to achieve more, lead people to make extreme efforts that increase their working timing and they lost their work life balance'. It ultimately reduces level of satisfaction among professional and increased the level of stress experienced by them. It is evident that integrating and maintain work life balance into our lives is the current need of the hour. In common, the combination of high demands in a job and a low amount of control over the condition can tip to stress.

CAUSES OF WORK LIFE BALANCE

There are three moderators that are correlated with work-life imbalance:

1. Gender

Gender, time spent at work, and family characteristics. Gender differences could lead to a work-life imbalance due to the distinct perception of role identity. It has been demonstrated that men prioritize their work duties over their family duties to provide financial support for their families, whereas women prioritize their family life.

2. Working Hours

Spending long hours at work due to "inflexibility, shifting in work requirements, overtime or evening work duties" could lead to an imbalance between work and family duties. It has been demonstrated "that time spent at work positively correlate with both work interference with family and family interference with work, however, it was unrelated to cross-domain satisfaction". This could be due to the fact that satisfaction is a subjective measure. This being said, long hours could be interpreted positively or negatively depending on the

individuals. Working long hours affect the family duties, but on the other side, there are financial benefits that accompany this action which negate the effect on family duties.

3. Family Characteristics

Family characteristics include single employers, married or cohabiting employers, parent employers, and dual-earning parents. Parents who are employed experience reduced family satisfaction due to their family duties or requirements. This is due to the fact that they are unable to successfully complete these family duties. In addition, parent workers value family- oriented activities; thus, working long hours reduces their ability to fulfill this identity, and, in return, reduces family satisfaction. As for the married and/ or dual-earning couples, it seems that "not only require more time and effort at home but also are a resource for individuals to draw from, both instrumentally through higher income and emotionally through increased empathy and support."

These theoretical frameworks include spill-over, compensation, work-family conflict, resource drain, enrichment, congruence, segmentation, integration and ecological theories. In addition to the above-mentioned theories, researchers in recent years have tried to explain work-family relationship through theories like border theory, boundary management theory, gender inequality theory, work-life management theory etc. All these theories provide insights into the relationship between work and family domains.

The Role theory has been considered as the most common perspective for explaining the nature of work-family relationship which is evident in the literature.

The Role theory has been discussed from two different perspectives - the scarcity perspective (also known as conflict perspective) and the enrichment perspective.

1.2 INDUSTRY PROFILE

The healthcare industry (also called the medical industry or health economy) is an aggregation and integration of sectors within the economic system that provides goods and services to treat patients with curative, preventive, rehabilitative, and palliative care. It includes the generation and commercialization of goods and services lending themselves to maintaining and re-establishing health. The modern healthcare industry includes three essential branches which are services, products, and finance and may be divided into many sectors and categories and depends on the interdisciplinary teams of trained professionals and paraprofessionals to meet health needs of individuals and populations.

The healthcare sector includes many industries, sub-industries, and a wide variety of companies. Any company involved in products and services related to health and medical care are represented in the healthcare sector and further categorized under six main industries. These industries include pharmaceuticals biotechnology, equipment, distribution, facilities, and managed health care.

Pharmaceuticals

The pharmaceutical sub-industry has been interesting to follow lately because of these affects that the Affordable Care Act have had on it. When the Affordable Care Act first was signed into law the sub-industry struggled at first because of the new costs that stemmed from the bill. Those costs did not end up holding these firms back because once 2014 started a lot of firms, including Regeneron Pharmaceuticals, reported high revenues in their earnings reports. This is most likely because of all the new patients that the Affordable Care Act has given coverage to and thus allowing them to enter the market.

Biotechnology The biotechnology industry's constituents derive their value from their ability to develop, manufacture and market novel, patented medicines that generate multibillion dollar revenues (Wang). Compared to pharmaceutical companies, biotechnology firms are regarded as younger, faster growing and more innovative (Wang). Biotech companies also differ from pharmaceutical companies because they seek to develop new drug therapies strictly using biological processes rather than the chemical processes.

Biological processes use living factories such as microbes or cell lines that are genetically modified to produce treatments (Biotechnology by Amgen). Examples of treatments are as common as insulin injections and as complex as using gene therapy to replace defective genes in patients. Over the last year the biotech industry has seen considerable growth compared to the S&P 500. Comparing the performance of the NASDAQ Biotechnology Index (NBI) and the S&P 500 ETF Trust (SPY), the biotech industry has outperformed the S&P 500 by 60.20% (Yahoo Finance).

Equipment

Like drug companies, equipment is another important product of healthcare. The equipment industry consists of manufacturers of health care equipment and medical devices, creating products such as medical instruments, drug delivery systems, cardiovascular & orthopedic devices and diagnostic equipment (Investing). These products are distributed to hospitals and doctors and are used in the medical treatment of patients. Medtronic is an example of an equipment company that specializes in producing devices that are implanted into patients during surgical procedures. As for its valuation ratios, they are all significantly lower than the sector average. Although this can indicate a somewhat cheap stock, all the ratios are very much in line with the equipment industry average (Medtronic). With so many drug and equipment companies continuously creating products, there is need for a distribution industry.

Distribution

Distribution is an essential part of the healthcare sector supply chain. It represents all distributors and wholesalers of health care products. This can include companies anywhere from pharmacies to wholesalers of equipment. With more and more drugs and equipment being produced, the distribution industry is quickly growing. For example AmerisourceBergen, one of America's largest distribution companies, has had a 485% increase in stock price over the last five years (AmerisourceBergen Corp). With a successful distribution industry, drug and equipment companies are able to effectively get their products to hospitals and other health care facilities.

Facilities

Healthcare facilities are the health care providers in the healthcare sector. It is where medicines are delivered to needing patients and where doctors practice medicine. In this sub-industry, companies provide a wide range of health care and social services through hospitals, doctors' offices, nursing homes, outpatient surgery centres, and other facilities. In the last two years, the industry growth is lower than the average healthcare sector growth. The healthcare facilities industry is under great pressure of revenue growth. The hospital industry has combined revenue of \$ 700 billion per year, but the top 50 organizations generate less than 30 per cent of revenue (first research inc.). Cost is relatively high in this industry because hospitals need expensive equipment such as CT and MRI machines in order to operate. Another cost factor is the labour cost, sometimes making up as high as 40% of total revenue. The current trend for the industry is merging with competing facilities or even health insurance companies in order to provide more cost-effective care.

Managed Health Care

The managed health care sub-industry is described as a variety of techniques intended to reduce the cost of providing health benefits and improve the quality of care, in other words it is the health insurance industry. Compared with other sub-industries within the healthcare sector, managed health care has a higher rate of growth. As the health care act reform requires that everyone be insured, it is a great opportunity for insurance companies.

1.3 COMPANY PROFILE

KIMS HEALTH is a multi-specialty hospital network offering end-to-end healthcare services, right from primary to quaternary care across India and Middle-east. KIMSHEALTH has pioneered the quality revolution in the field of healthcare delivery in the country, making quality healthcare affordable and accessible to everyone. Due to our relentless and keen focus on quality healthcare delivery, KIMSHEALTH has been accredited by many national as well as international agencies since 2006.

Today, KIMS HEALTH stands among the top 10 hospitals in India with top-notch healthcare delivery systems, ethics-based medicine, high-end facilities and quality-oriented practices. The Group, which started in the year 2002 with its flagship multi-specialty hospital at Trivandrum, Kerala is now the largest healthcare network in the state, growing from a 250 bed to an 1800 bed healthcare group, with hospitals in major cities like Kollam, Kottayam and Perinthalmanna; in addition to its hospitals in the Middle east.

Most of the doctors at KIMSHEALTH are well-experienced, eminent names in healthcare, with both international as well as national exposure. Beyond healthcare delivery, KIMSHEALTH also has a clear-cut focus on academics with 23 different programs under its academic wing. Currently, KIMS HEALTH has started outreach programs & clinics across newer places in addition to extensive expansion plans both in India and in the GCC. With the opening of KIMSHEALTH East in 2020, KIMSHEALTH will become a hospital group with 2000 bed strength.

KIMS Alshifa Super Specialty Hospital (formerly Alshifa Hospital Pvt Ltd). A Multi Super Specialty Tertiary Level Hospital, established in 1989 as a NRI venture having 450 beds, over 30 disciplines of various specialties and super specialties with more than 80 consultants of National reputation.

KIMS Alshifa is a complete hospital providing total health care at international standards in its true sense with its team of highly skilled & experienced medical professionals with support workforce of over 850 employees. KIMS Alshifa is accredited by the National Accreditation Board for Hospitals & Health care Providers (NABH), National Board of Examinations-Govt. Of India, for PG studies in various disciplines. We are an ISO 9001-2008 and 14001-2004 certified hospital having one of the best Orthopaedic and Trauma care centres in South India, also first hospital in Kerala to perform Computer Navigated Joint Replacement Surgeries.

KIMS Alshifa is also a centre for Cochlear Implantation and Kidney Transplantation. We have a special cell for international patient's relations and functions exclusively to take care of their needs. A host of facilities from Airport pick- up to priority appointments with specialties are provided to make way for smooth treatment period. KIMS Alshifa Super Specialty hospital is strategically located in the heart of Perinthalmanna city-and easily accessible.

1.3.1 BRANCHES IN INDIA:

- KIMS Trivandrum: 650-bed multi-speciality quaternary care hospital with 187 ICU beds.
- KIMS Kottayam: 90 bed hospital with 26 ICU beds
- KIMS Al Shifa, Perinthalmanna: 600 bed tertiary care hospital
- KIMS Wellness Clinic, Trivandrum: 12 doctors across 8 specialties
- KIMS Bibi Hospital: Gynecologic Oncology (Cancer) hospital in Malakpet, Hyderabad
- KIMS Kollam: 100 bed hospital with 20 ICU beds
- KIMS Cancer Centre, Trivandrum: Oncology facility operating in the premises of KIMS Trivandrum
- KIMS Wellness Clinic, Kochi: 8 doctors across 8 specialization

1.3.2 BRANCHES IN OTHER COUNTRIES:

- Royal Bahrain Hospital (RBH): 60 bed multi-specialty hospital with 7 critical care beds
- RBH Medical Centre, Bahrain (RBMC): 7 doctors across 4 specialties (excluding visiting doctors)
- KIMS Bahrain Medical Centre (KBMC): 21 doctors across 12 specialties
- KIMS Qatar Medical Centre, Doha (KQMC): 14 doctors across 11 specialties
- KIMS Oman Hospital, Muscat (KOH): 40 bed hospital with 7 critical care beds
- BRANCH SUNCITYS Co. LTD. Polyclinic: 28 doctors across 12 specialties

- KIMS Jarir Medical Centre, Riyadh (KMCR): 12 doctors across 7 specialties

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1.3.3 Vision

"To be a leading healthcare organization of excellence that transforms lives through exceptional care."

1.3.4 Values

"Compassion, Affordability, Ethics, Quality, Excellence, Transparency, Innovation, Trust"

1.3.5 Mission

"Care with Courtesy, Compassion and Competence"

1.4 OBJECTIVES OF STUDY

- Some circumstantial objectives of current study are:
- To investigate the level of Occupational Stress of employees in KIMS Alshifa hospital.
- To investigate the level of work-life balance of employees in KIMS Alshifa hospital.
- To assess the relationship between occupational stress and work-life balance of employees in KIMS Alshifa hospital.

1.5 SCOPE OF THE STUDY

The study on occupational stress and work life balance throws light on the balance maintained by the employees between their work and lifestyle. Work and life are two most important priority of any person and problems arise when there is an imbalance between these two. If work and life is not properly balanced it can lead to Stress. It adversely affects each other and can increase job dissatisfaction, affect family relations, stress related diseases and also productivity of the firm.

The study can help the organization in improving the work life balance of employees without stress and thereby advance their overall performance and production. When the firm takes more care about the work life balance of the employees, they may improve their performance and thus the profit of the firm increases. Also, the employee can understand more about the importance of balance between work and lifestyle. Therefore, it is important to have a research study on occupational stress and work life balance of employees.

1.6 LIMITATIONS OF STUDY

- The sample selected for the study is small. So, the study is not comprehensive one.
- Time constraint while doing the research.
- The study is limited to KIMS ALSHIFA Hospital
- The Result is only based on the response from the Respondents

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

A literature review is an overview of the previously published works on a specific topic. The term can refer to a full scholarly paper or a section of a scholarly work such as a book, or an article. Either way, a literature review is supposed to provide the researcher/author and the audiences with a general image of the existing knowledge on the topic under question. A good literature review can ensure that a proper research question has been asked and a proper theoretical framework and/or research methodology have been chosen. In other words, a literature review serves to situate the current study within the body of the relevant literature and to provide context for the reader. In such a case, the review usually precedes the methodology and results sections of the work.

Sakthivel, G., & Yuvarani, M., (2020) carried out a research on topic “Exploratory Approach on Impact of stress on Quality of Work Life among Women employees in Erode District”. This study pointed that women, if employed, have manage job work along with their personal/family work hence, they fell more stress. Data was collected from 170 women working in higher education institution, to identify the factors which cause their stress and further its impact of QWL has been accessed in this study. The basic factors causing stress were identified as ‘excessive burden factor’ and lack of management support’. Researchers also suggested that there must be some stress relaxation programs and grievance redressal facility to minimize the stress.

Harjani, A. & Pandit, R. (2020) through their paper “Understanding factors influencing Quality of Work Life through Different Models” highlighted some popular models to better know the QWL. On the basis of literature researcher analysed some models like Walten model (1973), Taylor model (1978), Levine Model (1984), Klott, Mundick & Schuster Model (1985), Namjundeswaraswamy & seamy Model (2013) and Bora Model (2015) and identified some major factor affecting QWL i.e. work environment, training and development, rewards and payments, career planning, climate and culture, organizational relationship, job satisfaction, working condition and work life balance.

An, Y, et al. (2020) examined “Prevalence of depression and its impact on quality of life among frontline nurses in emergency departments during the COVID-19 outbreak” in China. This cross sectional study was carried out on 1103 Emergency Department nurses. In this study depression and quality of life was measured through a well-structured questionnaire. Multiple logistic regression was used to get results. It was found that working in tertiary hospitals, current smokers and COVID 19 patient curers are more stressed. Further it was disclosed that nurses having depression feels lower quality of life as compared to other nurses. In Short negative relation was found between depression and quality of work. At the end researcher suggested that this depression must be early treated so as to enhance the quality of life of ED nurses

Subbarayalu, A. V., & Al Kuwaiti, A. (2019) in their article “Quality of Work Life (QoWL) of faculty members in Saudi Higher Education Institutions: A Comparison between Undergraduate Medical and Engineering Program”. QoWL is important aspect determining long term relationship of employees with their working organizations. QoWL offer a bundle of benefit for both employer and employees. The paper focus on comparing the level of QWL among staff members of UG medical & UG engineering programs working in IAU (Iman Abdurrahman Bin Faisal University) situated in Saudi Arabia. This exploratory study is based on responses of 200 respondents (100 samples from both UG medical & UG engineering) selected through random sampling and their responses were collected through questionnaire having 5 subscales with 32 total dimensions. Karl Pearson correlation and student’s T-test were used to analyze the data. The study revealed no significant difference between two programs and overall QWL. A significant difference with regard to individual dimension such as working environment, job security and psychosocial factors was observed. A slightly low QWL was found in the medical program faculty as compared to engineering faculty. It was suggested to conduct future study across different courses offered by other Saudi Universities.

Thakur, R., & Sharma. D. (2019) investigated the level of QWL of workers working in HPPCL with regard to some demographic variables through paper entitled “A Study of Impact of Demographic Variables on Quality of Work Life”. The use of various resources in the organization depends upon the efficiency of manpower and commitment for work amongst worker can be ensured through high QWL. The finding of the research demonstrated QWL was quite satisfied and out of 8 demographic variable age, gender, hierarchical level & marital status found to be insignificant. It was found that annual income has an effect on QWL.

Ekebosi, N. C. et. al. (2019) conducted a study titled “The Examination of Employees Perception of Quality of Work Life (QWL) in Federal Universities in Southeast Zone of Nigeria” to ascertain QWL perceived by employees working in federal universities situated in Nigeria along with identifying the quality of relationship between management and employees. Simple balloting method was used to select 2 Federal universities (UNN & FUTO) out of 5 universities. Using proportionate stratified sampling 1043 respondents both from academic and non-academic were selected and data was collected through questionnaire and in-depth interview. It was found that QWL was found positive with regard to working conditions, work procedures and employee management relations & found negative with regard to type of work rules and policies. The researcher suggested for establishment of NUC (National Universities Commission).

Hymavathi, K., & Saraswathi, A. B. (2018) concentrates on existing literature on QWL through paper “A Study on the Concept of Quality of Work Life with Respect to Jute Industry- A literature Review”. QWL is worker - centered, based on their satisfaction. For QWL of jute industry’s employee four variables i.e. job security, stress level, policies of organization and opportunities for career advancement are considered. Job security has significant relationship with QWL if employees perceived their jobs secure, they will become active participant for achieving goals of organization. Stress has negative relationship with QWL, a serious threat creating dissatisfaction among workers. Stress lead to absenteeism and turnover and may arise due to many reasons such as lower wages paid, too much work, lack of recognition and lack of management support.

The third variable is career opportunities. It is the responsibility of organization to avoid conflict between individual aspirations and organizational goal by balancing both and fourth one is organizational policies having direct and significant relationship on QWL. Various studies related to tobacco industry, garment industry, sugar mills, EPZ’s and automobile industry are reviewed to suggest conceptual framework linking the QWL and various variables.

Swarochi, G. et. al. (2018) conducted a study based on 30 respondents to identify and analyze the quality of work life in Kelly services through paper entitled “An Empirical Research on Quality of Work Life- an Employee Perspective”. QWL aims not to put workers under stress to damage their humanness. In the era of modernization modern employees are facing more stress so it is imperative for institutions to focus on bringing balance between work & family life. Since present study identified the QWL of employee in Kelly services, Hyderabad is expected to prove useful for improving QWL among its employees. Using convenience sampling from the population of 300 employees working in Kelly services 10% are selected as sample. The finding of the study showed that workers working in Kelly are satisfied by their job. They perceived recognition and salary hike as most motivating factor. Positive correlation between income and satisfaction was revealed. It was suggested to improve safety system to minimize accidents and reimbursement of medical expenditure.

Marish, P. (2018) conducted research on QWL of women workers working in garments companies of Tamil Nadu and presented paper “Quality of Work Life Practices of Women Employees in the Garment Companies in Tamilnadu”. QWL consists three main aspect i.e. health, proper working time and fair remuneration. QWL targets to achieve human happiness. This empirical study covers 100 women employees working in garments companies in Salem and responses were collected through questionnaire. Chi-square test, ANOVA and percentage analysis is used to analyze the data. The finding of the study discovered that, the majority of respondents are satisfied with QWL. Better QWL among them promotes their dignity and growth, even wage and salary administration is satisfied. However study suffers some limitations of small sample size and non-suitability for comparable association in other districts and states of country.

Rajinikanth, R. (2018) worked on identifying the effect of work environment and leadership on level of stress among the employees of bank in Cuddalore district of TamilNadu through paper “Influencers of Occupational Stress among the Bank Employees in Cuddalore District”. Technological advancement, globalization and privatization also offer banking sector to adopt various reforms consequently contributing stress among workers. Using convenience sampling 100 respondents were selected and responses were obtained through questionnaires with 5-point scale. Results of path analysis revealed that both working environment and leadership affect occupational stress , which in turn affect QWL of bank employees. It was suggested to provide timely counseling and there should be regular stress management programs.

La Torre, G. et. al. (2018) conducted a research on “Association between Work related Stress and Health Related Quality of Life: The Impact of Socio- Demographic Variables .A Cross Sectional Study In a Region of Central Italy” 61 workers of Frosinone and Rome working in different areas such as teachers, employees in supermarket, blue collar workers, white collar workers & health personnel between age of 18-65 years were studied to find the association between QWL & work related stress, with the use of questionnaire and health survey. Student T-test and chisquare test along with SPSS reveal no significant differences between different types of workers. Some socio-demographic characteristics are associated with stress and female employees suffer more stress than male employees. It was found that age, gender, and education level effect stress. The study is beneficial for workplace health promoter with certain limitation such as use of self-report questionnaires which are “subjective” measures and longitudinal analysis is required for temporal ordering of variables.

Hemlatha, V. (2017) conducted research titled “Quality of Work life of Women Employees in Tamilnadu Secretariat- A Study” and draw attention on QWL of Women working in secretariat of Tamilnadu along with factor affecting QWL. Female deals the double responsibility of balancing work and family life and in case of poor QWL, absenteeism, stress and dissatisfaction from job arises among them. This descriptive study uses responses of 468 women employees working in 37 departments from the population of 1616 female working in secretariat of Tamilnadu, collected through questionnaire, choose by stratified random sampling technique. The finding of the research revealed a moderate level of job satisfaction among women employees of secretariat. A significant difference was found between working women with regard to marital status, age and experience. The study suggested to enhance the health insurance facility and maintaining of crèche inside the campus along with improved atmosphere.

Kumar, N. (2017) investigated on QWL of workers of paper industry and presented thesis titled “A Study on Quality of Work Life among the Employees of Paper Industry with Special Reference to Tamil Nadu”. The main purpose of the research to examine the factors affecting QWL of workers & identifying their level of job satisfaction along with effect of socio-economic factors on work environment of workers working in Seshasayee Paper and Boards limited (SPB) Erode, and Tamilnadu Newsprint and Papers limited (TNPL) Karur, the biggest key players in industry of paper. This descriptive study collects responses from 520 respondents working in TNPL and SPB through questionnaires selected by stratified and convenient sampling. The finding of the study revealed that workers working in SPB enjoy maximum satisfaction with regard to work environment as compare to TNPL.

Nayak, T. (2016) conducted a research on “Impact of Quality of Work Life on Turnover Intention: A Study on Private Health Care Unit in Odisha”. The main purpose of the research was identifying the effect of different job dimensions on degree of QWL. Being private sector is considered to offer improved health services, however no significant efforts has been made by private sector to improve the QWL of workers. A sample of 800 health care workers functioning with private health care established in 5 main cities of Odisha was selected through convenience sampling. Six independent variables i.e. physical job surroundings, job characteristics, payment and rewards, OS, advancement opportunities for career and social support consist job dimensions. It was revealed from the study that out of seven only six job dimensions has significant effect on QWL of health care employees and there is inverse relation between OS and quality of work life. The result showed a negative relationship between quality of work life and turnover intention of workers. It was suggested to improve QWL of health care employees proper clean and healthy physical work environment should be given.

Narban, S. J. et. al. (2016) published a paper entitled “A Conceptual Study on Occupational Stress (Job Stress/Work Stress) and Its impacts”. Exploratory study was conducted on OS for identifying the causative factors & impact of OS. Excessive workload, poor interpersonal relations, job insecurity and dangerous healthy conditions create stress among workers. The study was descriptive in nature & secondary data was gathered from various sources. Different physical and psychosocial stressors deteriorate physical and mental health of workers. Occupational stress affects functioning of workers on work and lead to turnover and absenteeism. The finding of the study showed that stress lead to various subjective, behavioral and cognitive effects.

Bharti & Warriar (2015) in Indian context aiming at studying the level of work-life balance has concluded that service sector employees possess moderate level of work life balance on various components with an overall score of 63 out of hundred. The above study has been referred as a benchmark study to examine the level of overall work life balance of the select organizations.

Devi and Raju (2013), in their study among 100 employees that almost all employees feel stress in their job due to job satisfaction, suspension and dismissal from job. Also, the employees prefer coping strategies personally by getting counselling and doing physical exercise.

Irfana Baba (2012), in their study, "Workplace stress among doctors in government hospitals: An Empirical Study", has studied the levels of stress among male and female doctors. He has found out that the doctors were serious sufferers of organizational role stress.

Monika Arya and Satyawan Baroda (2012) in their study, "Occupational Stress Among Doctors: A Case Study of Pt. B. D. Sharma University of Health Sciences Rohtak" have observed that Scrutiny of daily routine ailments patients is one of the offshoot tools of management to reduce the stress of doctors. Further the study reveals that a large number of doctors feel stress at their work place due to lengthy working hours and high patient volume which directly affects their physical and psychological health. It is also noted that doctors were stressed at their work due to seniors' pressure, dealing with critical patients, night duties and adverse press publicity. The management of the hospital should minimize the length of working hours up to 8-10 hours at a stretch which helps the doctors to manage and handle their work with less or no stress.

Nirmanmoh Bhatia et al (2010) in their study, "Occupational Stress amongst nurses from two Tertiary hospitals in Delhi", have carried out a study on 87 staff nurses. They have observed that majority of the nurses undergo Occupational stress due to their time pressure, handling various issues of life simultaneously with Occupation like caring for own children/parents, own work situation and high responsibilities. 25 Other significant stressors were the fact that their job required them to learn new things and that they had to attend to and too many patients at the same time.

Doble & Supriya (2009) in their study have made an effort into the field who found that both the genders reported experiencing imbalance in work and life. The author suggests that there is a dire need to provide cohesive environment and improve work life balance practices so as to enable employees to maintain a balance with their lives and work. This will ensure a healthy work place environment for employees and make the work more meaningful to them.

Brough (2008) examined that there was an increasing indication that work and life imbalance impose a direct effect on societal issues like delayed parenthood, falling fertility rates, ageing population, and declining labour supply. It was documented that work life balance policies were beneficial for individuals, their families, organizations, and society as well. However, other researches demonstrated the associated benefits were not always realized and work life balance policies can result in gender inequalities and enhanced levels of conflict in work and life.

This study related to social issues, while next study takes care of relevance of working hours in establishing work life balance.

Bowers (2007) examined that, majority (85 percent) of recruiters have experienced candidates turning down jobs because they are not being offered enough WLB. Employees now find themselves sandwiched between work, the pressures of long commutes, upbringing of kids, and managing their social life and household. The type of organization may not be the only determining factor in the work-home balance issue. Sometimes it is what an employee does rather than where he does it.

A Study Conducted by Academy for Nursing Studies, Hyderabad, (2005) for Training Division, Ministry of Health and Family Welfare, Government of India, India, found that the critical factors which affect the Indian nursing systems are shortage of staff, poor infrastructure and facilities, weak administrative structure, lack of systematic training programmes on the job or off the job, lack of autonomy and gender disparities.

The literature on Work-life balance with different prospective are studied and available, in recent years, there has been an increased interest in work family interface in the human resource management literature, especially regarding the sources and outcomes of conflict between these two spheres. A number of studies have addressed this issue from different perspectives. Greenhaus and Beutell (1985) and Greenhaus et al. (1989) examined the antecedents of conflict between family and work, Goodstein (1994) and Ingram and Simons (1995) presented an institutional perspective on organizations 'responses to work-family issues. In addition, Campbell, Campbell and Kennard (1994) have studied the effects of family responsibilities on the work commitment and job performance of women. The work-family issue is even further expanded to address the relationship of business-marriage partners (Foley & Powell, 1997).

Hill (2001) examined the influence of flexible working hours schedule on work and family balance. Results indicate that flexibility in job leads to establish a better work family balance. Under standard conditions, employees with perceived flexibility at job were found to have established better balance between work and family. Few more studies have been undertaken for review in the same area i.e., working hours and work life balance.

CHAPTER 3

RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

3.1 INTRODUCTION

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. It is necessary for the researcher to know not only the research methods/techniques but also the methodology. Researchers not only need to know how to develop certain indices or tests, how to calculate the mean, the mode, the median or the standard deviation or chi-square, how to apply particular research techniques, but they also need to know which of these methods or techniques, are relevant and which are not, and what would they mean and indicate and why.

3.2 RESEARCH METHOD

Quantitative method of research is used in the study. The study consists of questionnaire with 3 Sections Demographic, Occupational Stress, Work-life balance with 5 multiple choice questions. Occupational stress section is measured with OSI Scale and Work-life balance is measured with WLB scale. Participants were given 10 minutes to fill the questionnaire and 118 responded. All the results were included in the analysis.

3.3 RESEARCH DESIGN

The research design refers to the overall strategy that you choose to integrate the different components of the study in a coherent and logical way, thereby, ensuring you will effectively address the research problem; it constitutes the blueprint for the collection, measurement, and analysis of data.

Descriptive research design is used in the study that describes a population, situation or phenomenon that is being studied. The design focuses on answering the how, what, when and where questions. In descriptive research, Descriptive analysis method is particularly used which describes a subject by further analyzing it.

3.4 HYPOTHESIS

Hypothesis is really considered as the principal instrument in research. The derivation of a suitable hypothesis goes in hand in hand with the selection of research problems. A hypothesis, as a tentative hunch, explains the situation under observation so as to design the study to prove or disprove it. It gives a definite point and direction to the study, prevents blind search and indiscriminate gathering of data and helps to delimit the field of inquiry. In the study,

H0: There is significant relationship between the variables. H1: There is no significant relationship between the variables.

3.5 SAMPLE SIZE

- The total population of the employees in the organization is 906.
The accessible population of the study is 118.

3.6 SAMPLE DESIGN

- The Convenience sampling method is used for the study.

3.7 TOOLS FOR DATA COLLECTION

- Data were collected from both primary and secondary methods.

3.7.1 PRIMARY DATA COLLECTION:

- Primary data is a type of data that is collected by researchers directly from main sources through interviews, surveys, experiments, etc. Primary data are usually collected from the source where the data originally originates from and are regarded as the best kind of data in research.
- Primary data was collected through the questionnaire.

3.7.2 SECONDARY DATA COLLECTION:

- Secondary data refers to data that is collected by someone other than the primary user. Common sources of secondary data for social science include censuses, information collected by government departments, organizational records and data that was originally collected for other research purposes.
- Secondary data was collected from company records, files, books and magazines.

3.8 TOOLS FOR STUDY

- The following statistical tools were used for this study:

3.8.1 PERCENTAGE ANALYSIS

- It refers to the special kind of rates, percentage are used to making the comparison between two or more series of data. A percentage is used to determine relationship between the series.

3.8.2 ANOVA

- ANOVA techniques investigate any number of factors which are hypothesized or said to influence the dependent variable. In this study ANOVA was applied in order to test the demographic differences on the study variables.

3.8.3 T TEST

- It is an analysis of two population means through the use of statistical examination. The t-test with two samples is commonly used with small size testing the difference between the samples when the variance of two normal distribution is not known.

3.8.4 CORRELATION ANALYSIS

- Correlation was used to measure the closeness of relationship between two variables, more exactly of the closeness of linear relationship. But correlation does not predict anything about the cause-and-effect relationship. Correlation analysis was used to establish the relationship between among work place motivators, organizational outcomes and employee retention.

CHAPTER 4
DATA ANALYSIS & INTERPRETATION
ANALYSIS OF OCCUPATIONAL STRESS AND WORK LIFE BALANCE

4.1 AGE OF THE RESPONDENTS

INTRODUCTION

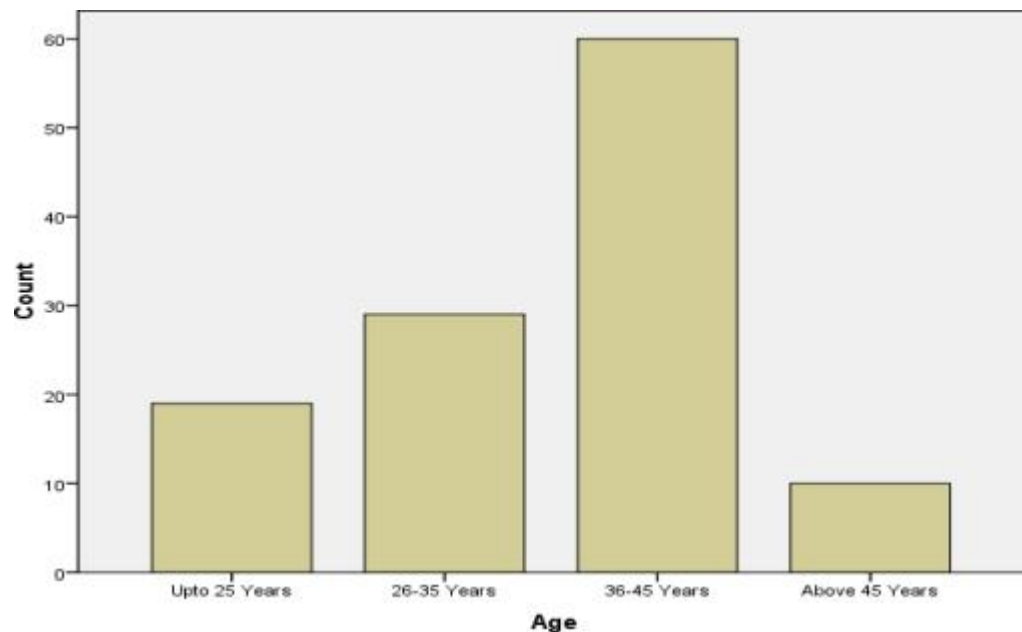
An analysis was carried out taking consideration of occupational stress and work-life balance of employees. It was of interest to the researcher to explore the significance of each of the demographic variable taking in to consideration on each of the occupational stress and work-life balance factors. The demographic variables considered for this research are Age, Gender, Marital Status, Experience.

DEMOGRAPHIC VARIABLES

TABLE 4.1 AGE OF THE RESPONDENTS

Table 4.1: Age		
Age	Frequency	Percentage
Up to 25 Years	19	16.1
26-35 Years	29	24.6
36-45 Years	60	50.8
Above 45 Years	10	8.5
Total	118	100.0

Figure 4.1. Shows the Age group of Sample



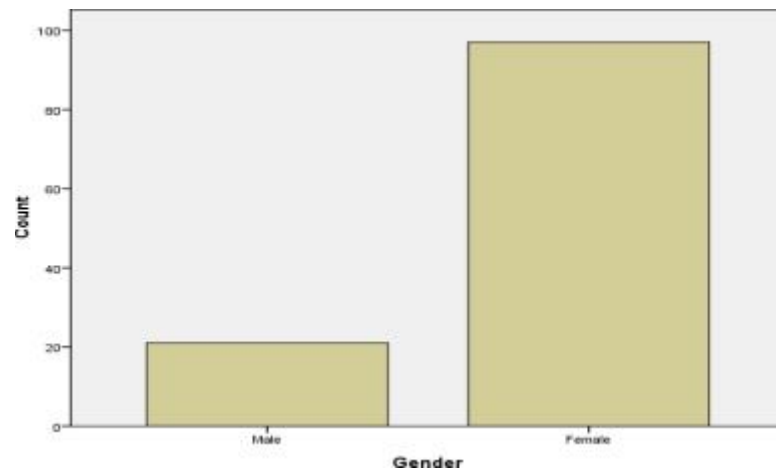
INTERPRETATION

The above table shows that 16.1% of the respondents belongs to the age up to 25 years, 24.6% of the respondents come under the age of 26-35 years, 50.8% of the respondents are under the age group of 36-45 years and 8.5% belongs to the age group above 45 years. It is inferred that there is a higher percentage of 50.8% of the respondents in the age group 36-45 years and the lowest percentage of 8.5% of respondents in the age group of above 45 years

4.2 GENDER OF THE RESPONDENTS

4.4 Experience		
Experience	Frequency	Percentage
Less than 5 Years	90	76.3
5-10 Years	17	14.4
11-15 Years	8	6.8
Above 15 Years	3	2.5
Total	118	100.0

Figure 4.2. Shows the Gender group of Sample



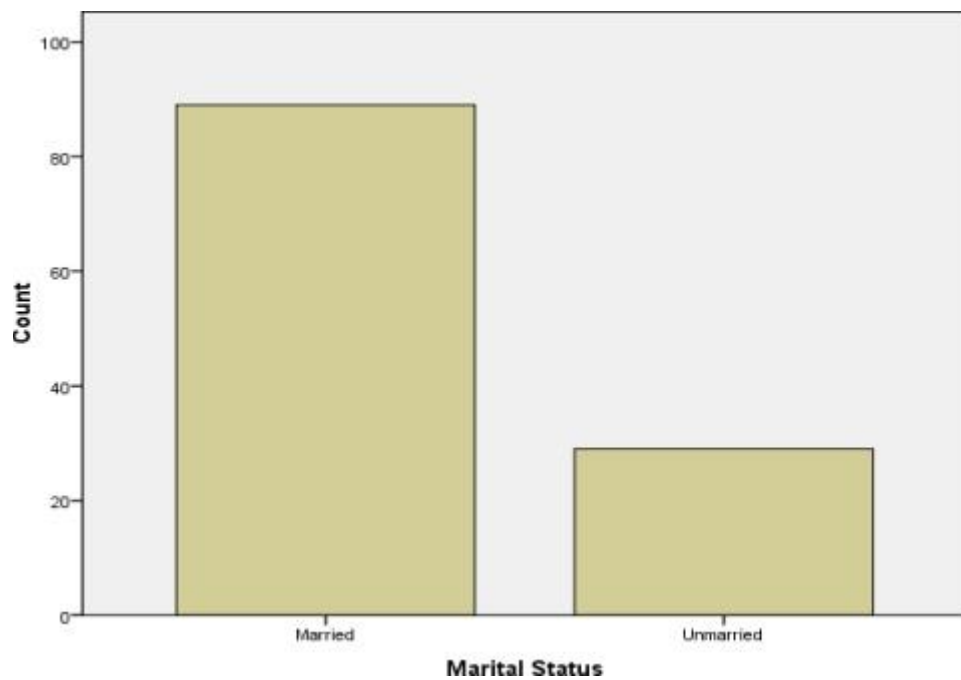
INTERPRETATION:

- The table above shows that 82.2% are Female and 17.8% are Male.
- It is inferred that highest 82.2% are Female and lowest 17.8% are Male

4.3 MARITAL STATUS OF THE RESPONDENTS

4.3 Marital Status		
Marital Status	Frequency	Percentage
Married	89	75.4
Unmarried	29	24.6
Total	118	100.0

Figure 4.3. Shows the Marital status of Sample



INTERPRETATION:

The table shows that 75.4% are Married and 24.6% are Unmarried. It is inferred that highest range of sample 75.4% are married and the lowest range of sample 24.6% are Married

4.4 EXPERIENCE OF THE RESPOINDENTS

4.4 Experience		
Experience	Frequenc y	Percentag e
Less than 5 Years	90	76.3
5-10 Years	17	14.4
11-15 Years	8	6.8
Above 15 Years	3	2.5
Total	118	100.0

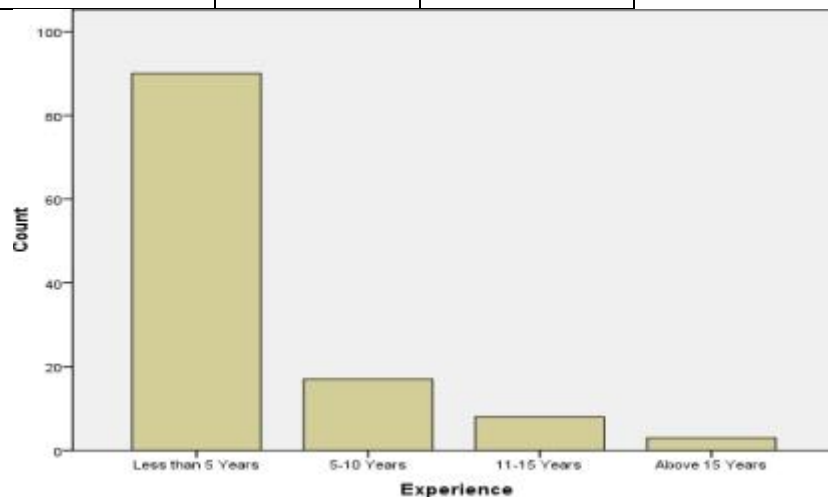


Figure 4.4. Shows the Experience of Sample

INTERPRETATION:

The tables above shows that 76.3% of the company respondents are having less than 5- year work experience, 14.4% of population are having work experience of 5-10 years, 6.8% of the populations are having 11-15 years of experience and 2.5% of the people are having an experience of above 15 years. It is inferred that people with less than 5 years of work experience are the highest with 76.3% and people with experience above 15 years are the lowest with 2.5%.

4.5 SHOWING ANALYSIS TOWARDS OCCUPATIONAL STRESS

H0 = There is a Significant between Age and Occupational Stress
H1 = There is no significant between Age and Occupational Stress

TABLE 4.5 ANOVA							
		Sum of Squares	Df	Mean Square	F	Sig.	Remark
I feel stressed during my work	Between Groups	.262	3	.087	.185	.006	Significant
	Within Groups	53.679	115	.471			
	Total	53.941	118				
I think physical environment in the workplace cause Stress	Between Groups	.758	3	.253	.676	.048	Significant
	Within Groups	42.573	115	.373			
	Total	43.331	118				
I work after ordinary working hours to finish the Assignments	Between Groups	1.077	3	.359	.563	.040	Significant
	Within Groups	72.626	115	.637			
	Total	73.703	118				
Do you find it hard to sleep because your mind is occupied with work load.	Between Groups	2.186	3	.729	.205	.400	Not Significant
	Within Groups	68.932	115	.605			
	Total	71.119	118				
Are you satisfied with the job	Between Groups	.603	3	.201	.419	.031	Significant
	Within Groups	54.652	115	.479			
	Total	55.254	118				

INTERPRETATION

- There is a significance between Age and I feel stressed during my work $p=0.006$
- There is a significance between Age and I think physical environment in the workplace cause stress $p=0.048$
- There is a significance between Age and I work after ordinary working hours to finish the assignments $p=0.040$

- There is no significance between Age and Do you find it hard to sleep because your mind is occupied with workload $p=0.400$
- There is a significance between Age and Are you satisfied with the job $p=0.031$

4.6 SHOWING ANALYSIS TOWARDS WORK-LIFE BALANCE

H0 = There is a Significance between Marital Status and Work life

Balance H1 = There is no significance between Marital Status and Work life Balance

ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.	Remarks
Does company provide with proper employment benefit plans(retirement and pension)	Between Groups	3.128	1	3.128	7.233	.008	Significant
	Within Groups	50.160	117	.432			
	Total	53.288	118				
How much time do you spend with your friends and family on daily Basis	Between Groups	1.222	1	1.222	4.024	.047	Significant
	Within Groups	35.219	117	.304			
	Total	36.441	118				
Do you think that if employees have good work-life balance, the organization will be more effective and successful	Between Groups	2.554	1	2.554	1.636	.043	Significant
	Within Groups	181.141	117	1.562			
	Total	183.695	118				
How do you rate the Flexible Working Hours	Between Groups	.003	1	.003	.006	.938	Not
	Within Groups	63.285	117	.546			

provided by the company due to current Work-Life Management Policy	Total	63.288	118				Significant
Does the company organize celebrations and picnics to manage work-life and personal life	Between Groups	1.059	1	1.059	3.363	.039	Significant
	Within Groups	36.534	117	.315			
	Total	37.593	118				

INTERPRETATION

- There is a significance between marital status and Does company provide with proper employment benefit plans (retirement and pension) $p=0.008$.
- There is a significance between marital status and how much time do you spend with your family and friends on daily basis $p=0.047$
- There is a significance between marital status and do you think that if employees have good work-life balance, the organisation will be more effective and successful $p=0.043$
- There is no significance between marital status and how do you rate the flexible working hours provided by the company due to current work-life management policy $p=0.938$
- There is a significance between marital status and
- does the company organize celebrations and picnic to manage work-life and personal life $p=0.039$

4.7 T TEST

Questions	Factor	N	Mean	Std.Devi ation	Sig.	Remarks
Does family problem cause stress at your Work place	Married	89	4.46	0.538	0.031	SIGNIFICANT
	Unmarried	29	4.59	0.463	0.034	SIGNIFICANT
Do financial motivation reduce the stress	Married	89	4.55	0.532	0.047	SIGNIFICANT
	Unmarried	29	4.59	0.463	0.050	SIGNIFICANT
Does the company provide maternity leave to the employees	Male	21	4.41	0.565	0.048	SIGNIFICANT
	Female	97	4.75	0.628	0.083	NOT SIGNIFICANT
Do you think that if	Male	21	4.62	0.584	0.053	NOT SIGNIFICANT
employees have good work-life balance the organization will be more effective and successful	Female	97	4.75	0.568	0.060	NOT SIGNIFICANT
I feel time pressure to work	Upto 25 Years	19	3.95	0.970	0.043	SIGNIFICANT
	26 – 35 Years	29	3.76	1.185	0.50	SIGNIFICANT
Do you feel lack of co-operation in office	Upto 25 Years	19	4.05	0.970	0.028	SIGNIFICANT

INTERPRETATION

- There is a significance between age and I feel time pressure to complete work $p=0.043$
- There is a significance between age and do you feel lack of co-operation in office $p=0.028$
- There is a significance between marital status and does family problem cause stress at your workplace $p=0.031$
- There is a significance between marital status and do financial motivation reduces the stress $p=0.047$
- There is a significance between experience and does the company provide maternity leave to the employees $p=0.048$
- There is no significance between experience and do you think that if employees have good work-life balance the organization will be more effective and successful $p=0.053$

4.8 CORRELATION

Correlation analysis was done to understand the relationship between occupational stress and work-life balance.

Correlations

			OCCUPATIONALS TRESS	WORK LIFE BALANCE
OCCUPATIONAL STRESS	Pearson		1	-.163
	Correlation			
	Sig. (2-tailed)			.048
	N		118	118
WORK LIFE BALANCE	Pearson		-.163	1
	Correlation			
	Sig. (2-tailed)		.048	
	N		118	118

- From the above table, there is a strong negative relationship between work life balance and occupational stress, i.e., changes in one variable are strongly correlated with changes in other as the coefficient value is -0.163.
- The Sig. (2-tailed) value here is 0.48. This value is less than .05. Therefore, it can be concluded that there is no significant correlation between the level of work-life balance and the level of occupational stress.

Chapter 5

5.1 FINDINGS

5.1.1 DEMOGRAPHIC VARIABLES

- 16.1% of the respondents belongs to the age up to 25 years, 24.6% of the respondents come under the age of 26-35 years, 50.8% of the respondents are under the age group of 36-45 years and 8.5% belongs to the age group above 45 years. It is inferred that there is a higher percentage of 50.8% of the respondents in the age group 36-45 years and the lowest percentage of 8.5% of respondents in the age group of above 45 years
- 82.2% are Female and 17.8% are Male. It is inferred that highest 82.2% are Female and lowest 17.8% are Male
- 75.4% are Married and 24.6% are Unmarried. It is inferred that highest range of sample 75.4% are married and the lowest range of sample 24.6% are Married
- 76.3% of the company population are having less than 5 year work experience, 14.4% of population are having work experience of 5-10 years, 6.8% of the population are having 11-15 years of experience and 2.5% of the people are having an experience of above 15 years. It is inferred that people with less than 5 years of work experience are the highest with 76.3% and people with experience above 15 years are the lowest with 2.5%

5.1.2 ANOVA

- There is a significance difference between Age and I feel stressed during my work $p=0.006$
- There is a significance difference between Age and I think physical environment in the workplace cause stress $p=0.048$
- There is a significance difference between Age and I work after ordinary working hours to finish the assignments $p=0.040$
- There is no significance difference between Age and Do you find it hard to sleep because your mind is occupied with workload $p=0.400$
- There is a significance difference between Age and Are you satisfied with the job $p=0.031$
- There is a significance difference between marital status and Does company provide with proper employment benefit plans (retirement and pension) $p=0.008$.
- There is a significance difference between marital status and How much time do you spend with your family and friends on daily basis $p=0.047$
- There is a significance difference between marital status and Do you think that if employees have good work-life balance, the organisation will be more effective and successful $p=0.043$
- There is no significance difference between marital status and How do you rate the flexible working hours provided by the company due to current work-life management policy $p=0.938$

5.1.3 T TEST

- There is a significance difference between age and I feel time pressure to complete work $p=0.043$
- There is a significance difference between age and do you feel lack of co-operation in office $p=0.028$
- There is a significance difference between marital status and does family problem cause stress at your workplace $p=0.031$
- There is a significance difference between marital status and do financial motivation reduces the stress $p=0.047$
- There is a significance difference between experience and does the company provide maternity leave to the employees $p=0.048$
- There is no significance difference between experience and do you think that if employees have good work-life balance the organization will be more effective and successful $p=0.053$

5.1.4 CORRELATION

- There is a strong negative relationship between work life balance and occupational stress, i.e. changes in one variable is strongly correlated with changes in other as the coefficient value is -0.163. The Sig. (2-tailed) value here is 0.48.
- Therefore, it can be concluded that there is a significant correlation between the level of work-life balance and the level of occupational stress.

5.2 SUGGESTION

- The organization should try to find out causes of problems which create stress, rather than the effect of stress at workplace.
- The management should hold regular meetings to discuss unit pressure.
- New techniques like Chitchat breaks, Therapy dogs (Pets) should be adopted in the organization.
- Workload must be assigned to once capacity and calibre.
- The management should introduce flexibility in work schedule to enable staff to cope with domestic commitments.
- Management should encourage hobbies like (painting, photography, music, drawing etc) inside the organization.
- Management should provide paid vacation time to concentrate on their work-life balance.
- The management should take initiatives to promote mental health of the employees.
- The management should give priority to employee's health care to improve work- life balance.

5.3 CONCLUSION

The motive of this study was to investigate the level of work-life balance and occupational stress of staff nurses in KIMS AL SHIFA Hospital. The study was also conducted to determine the relationship between occupational stress and work-life balance. The results of the study reveal that there is negative level of occupational stress among the staff nurses in the hospital. The correlation analysis identified a negative relationship between occupational stress and work life balance. Hence, changes in one variable may be used to make changes in another. The implication of this empirical article is notable since little research prevails concerning occupational stress and work life balance among staff nurses in KIMS AL SHIFA. This project may help in framing appropriate policies and practices within the hospital to identify the causes of stress and how to balance the work life in an organization.

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ANNEXURE

QUESTIONNAIRE :

PERSONAL INFORMATION

Age

- Up to 25 Years
- 26 - 35 Years
- 36 - 45 Years
- Above 45 Years

Gender

- Male
- Female

Marital Status:

- Married
- Unmarried

Experiene:

- a) Less than 5 years
- b) 11-15 years
- c) 5-10 years
- d) Above 15 Years

Department:

1. I feel stressed during my work.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Strongly agree
- e) Agree

2. I think physical environment in the workplace cause stress.

- a. Strongly disagree
- b. Disagree
- c. Neutral
- d. Strongly agree
- e. Agree

3. I work after ordinary working hours to finish the assignments.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Strongly agree
- e) Agree

4. Do you find it hard to sleep because your mind is occupied with work?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Strongly agree
- e) Agree

5. Are you satisfied with the job?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Strongly agree
- e) Agree

6. I feel time pressure to complete work?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

7. Do you feel lack of co-operation in office?

- a) Very often
- b) Often
- c) Rarely
- d) Very rarely
- e) Never

8. Does family problem cause stress at your workplace?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

9. Do financial motivations reduce the stress?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

10. Do you able to balance between time at work and time at other activities?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

11. Are you satisfied with the working hours of the organization.

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

12. Do you feel that you are able to balance your work life

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

13. How often do you think or worry about work (when you are not actually at work or traveling to work)

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

14. Do you think with the efficient work life management policy organization is able to retain its employees?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree

15.Does the company provide maternity and paternity leave to the employees?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

16. Does the company organize celebrations and picnics to manage work life and personal life?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

17. How do you rate the Flexible Working Hours provided by the company due to current Work Life Management Policy?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

18. Do you think that if employees have good work-life balance the organization will be more effective and successful?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

19. How much time do you spend with your friends and family on a daily basis?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

20. Does company provide with proper job security (Retirement and pension) plans?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

ANNEXURE-II RESEARCH ARTICLE

A STUDY ON OCCUPATIONAL STRESS AND WORK LIFE BALANCE SCHOOL OF MANAGEMENT STUDIES, SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI, TAMIL NADU, INDIA

INTRODUCTION

The purpose of this paper is to review the earliest literature on work life balance with the recognition and explanation of work life balance with occupational stress and other related factors. Personal goals and career objectives are the major factors of human life. Because these factors lead us how-to live-in society in each individual life. Every organization is trying how to improve their work life balance among the employees, so work life balance helps us to increase both the employee's productivity and efficiency. The major objective of each organization is to get maximum output. So, work life balance helps to increase the business outcome level. The major factor that affects the work life balance is occupational stress. Occupational stress is affected by the individual's mental health and physical health. These factors lead to labour turnover, absenteeism, job unsatisfaction, low productivity. So, this study is to discuss about the impact of occupational stress and work-life balance.

INDUSTRY PROFILE

The healthcare industry (also called the medical industry or health economy) is an aggregation and integration of sectors within the economic system that provides goods and services to treat patients with curative, preventive, rehabilitative, and palliative care. It includes the generation and commercialization of goods and services lending themselves to maintaining and re-establishing health. The modern healthcare industry includes three essential branches which are services, products, and finance and may be divided into many sectors and categories and depends on the interdisciplinary teams of trained professionals and paraprofessionals to meet health needs of individuals and populations.

The healthcare sector includes many industries, sub-industries, and a wide variety of companies. Any company involved in products and services related to health and medical care are represented in the healthcare sector and further categorized under six main industries. These industries include pharmaceuticals biotechnology, equipment, distribution, facilities, and managed health care.

REVIEW OF LITERATURE

A literature review is an overview of the previously published works on a specific topic. The term can refer to a full scholarly paper or a section of a scholarly work such as a book, or an article. Either way, a literature review is supposed to provide the researcher/author and the audiences with a general image of the existing knowledge on the topic under question. A good literature review can ensure that a proper research question has been asked and a proper theoretical framework and/or research methodology have been chosen. In other words, a literature review serves to situate the current study within the body of the relevant literature and to provide context for the reader. In such a case, the review usually precedes the methodology and results sections of the work.

Sakthivel, G., & Yuvarani, M., (2020) carried out a research on topic "Exploratory Approach on Impact of stress on Quality of Work Life among Women employees in Erode District". This study pointed that women, if employed, have manage job work along with their personal/family work hence, they fell more stress. Data was collected from 170 women working in higher education institution, to identify the factors which cause their stress and further its impact of QWL has been accessed in this study. The basic factors causing stress were identified as 'excessive burden factor' and lack of management support'. Researchers also suggested that there must be some stress relaxation programs and grievance redressal facility to minimize the stress.

Harjani, A. & Pandit, R. (2020) through their paper "Understanding factors influencing Quality of Work Life through Different Models" highlighted some popular models to better know the QWL. On the basis of literature

researcher analysed some models like Walten model(1973), Taylor model (1978), Levine Model (1984), Klott, Mundick & Schuster Model (1985), Namjundeswaraswamy & seamy Model (2013) and Bora Model (2015) and identified some major factor affecting QWL i.e. work environment, training and development, rewards and payments, career planning, climate and culture, organizational relationship, job satisfaction, working condition and worklife balance.

An, Y, et al. (2020) examined “Prevalence of depression and its impact on quality of life among frontline nurses in emergency departments during the COVID-19 outbreak” in China. This cross sectional study was carried out on 1103 Emergency Department nurses. In this study depression and quality of life was measured through a well structured questionnaire. Multiple logistic regression was used to get results. It was found that working in tertiary hospitals, current smokers and COVID 19 patient curers are more stressed. Further it was disclosed that nurses having depression feels lower quality of life as compared to other nurses. In Short negative relation was found between depression and quality of work. At the end researcher suggested that this depression must be early treated so as to enhance the quality of life of ED nurses

Subbarayalu, A. V., & Al Kuwaiti, A. (2019) in their article “Quality of Work Life (QoWL) of faculty members in Saudi Higher Education Institutions: A Comparison between Undergraduate Medical and Engineering Program”. QoWL is important aspect determining long term relationship of employees with their working organizations. QoWL offer a bundle of benefit for both employer and employees. The paper focus on comparing the level of QWL among staff members of UG medical & UG engineering programs working in IAU (Iman Abdulrahman Bin Faisal University) situated in Saudi Arabia. This exploratory study is based on responses of 200 respondents (100 samples from both UG medical & UG engineering) selected through random sampling and their responses were collected through questionnaire having 5 subscales with 32 total dimensions. Karl Pearson correlation and student’s T-test were used to analyze the data. The study revealed no significant difference between two programs and overall QWL. A significant difference with regard to individual dimension such as working environment, job security and psychosocial factors was observed. A slightly low QWL was found in the medical program faculty as compared to engineering faculty. It was suggested to conduct future study across different courses offered by other Saudi Universities.

OBJECTIVES OF STUDY

Some circumstantial objectives of current study are:

- To investigate the level of Occupational Stress of employees in KIMS Alshifahospital.
- To investigate the level of work-life balance of employees in KIMS Alshifa hospital.
- To assess the relationship between occupational stress and work-life balance of employees in KIMS Alshifa hospital.

RESEARCH METHOD

Quantitative method of research is used in the study. The study consists of questionnaire with 3 Sections Demographic, Occupational Stress, Work-life balance with 5 multiple choice questions. Occupational stress section is measured with OSI Scale and Work-life balance is measured with WLB scale. Participants were given 10 minutes to fill the questionnaire and 118 responded. All the results were included in the analysis.

RESEARCH DESIGN

The research design refers to the overall strategy that you choose to integrate the different components of the study in a coherent and logical way, thereby, ensuring you will effectively address the research problem; it constitutes the blueprint for the collection, measurement, and analysis of data.

Descriptive research design is used in the study that describes a population, situation or phenomenon that is being studied. The design focuses on answering the how, what, when and where questions. In descriptive research, Descriptive analysis method is particularly used which describes a subject by further analysing it.

HYPOTHESIS

Hypothesis is really considered as the principal instrument in research. The derivation of a suitable hypothesis goes in hand in hand with the selection of research problems. A hypothesis, as a tentative hunch, explains the situation under observation so as to

design the study to prove or disprove it. It gives a definite point and direction to the study, prevents blind search and indiscriminate gathering of data and helps to delimit the field of inquiry. In the study,

H0: There is significant relationship between the variables. H1: There is no significant relationship between the variables.

SAMPLE SIZE

The total population of the employees in the organization is 906. The accessible population of the study is 118.

SAMPLE DESIGN

The Convenience sampling method is used for the study.

TOOLS FOR DATA COLLECTION

Data were collected from both primary and secondary methods.

PRIMARY DATA COLLECTION:

- Primary data is a type of data that is collected by researchers directly from main sources through interviews, surveys, experiments, etc. Primary data are usually collected from the source where the data originally originates from and are regarded as the best kind of data in research.
- Primary data was collected through the questionnaire.

SECONDARY DATA COLLECTION:

- Secondary data refers to data that is collected by someone other than the primary user. Common sources of secondary data for social science include censuses, information collected by government departments, organizational records and data that was originally collected for other research purposes.
- Secondary data was collected from company records, files, books and magazines.

TOOLS FOR STUDY

The following statistical tools were used for this study:

PERCENTAGE ANALYSIS

It refers to the special kind of rates, percentage are used to making the comparison between two or more series of data. A percentage is used to determine relationship between the series.

ANOVA

ANOVA techniques investigate any number of factors which are hypothesized or said to influence the dependent variable. In this study ANOVA was applied in order to test the demographic differences on the study variables.

T TEST

It is an analysis of two population means through the use of statistical examination. The t-test with two samples is commonly

used with small size testing the difference between the samples when the variance of two normal distribution is not known.

CORRELATION ANALYSIS

Correlation was used to measure the closeness of relationship between two variables, more exactly of the closeness of linear relationship. But correlation does not predict anything about the cause-and-effect relationship. Correlation analysis was used to establish the relationship between among work place motivators, organizational outcomes and employee retention.

ANALYSIS OF OCCUPATIONAL STRESS AND WORK LIFE BALANCE

INTRODUCTION

An analysis was carried out taking consideration of occupational stress and work-life balance of employees. It was of interest to the researcher to explore the significance of each of the demographic variable taking in to consideration on each of the occupational stress and work-life balance factors. The demographic variables considered for this research are Age, Gender, Marital Status, Experience.

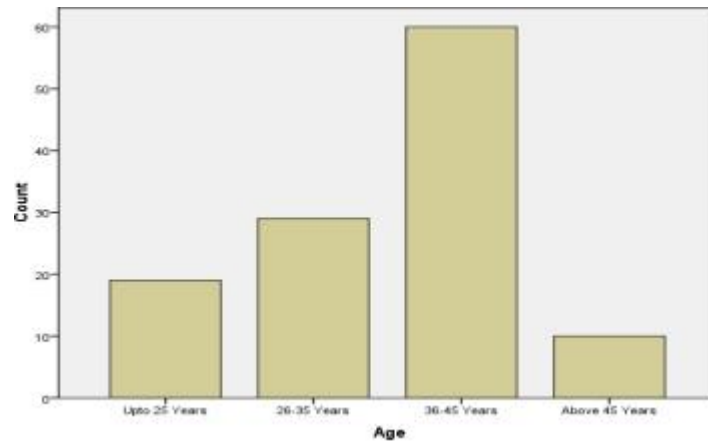
DEMOGRAPHIC VARIABLES

TABLE 4.1 AGE OF THE RESPONDENTS

Table 4.1: Age		
Age	Frequency	Percentage
Up to 25 Years	19	16.1
26-35 Years	29	24.6
36-45 Years	60	50.8
Above 45 Years	10	8.5
Total	118	100.0

Figure 4.1. Shows the Age group of Sample

INTERPRETATION

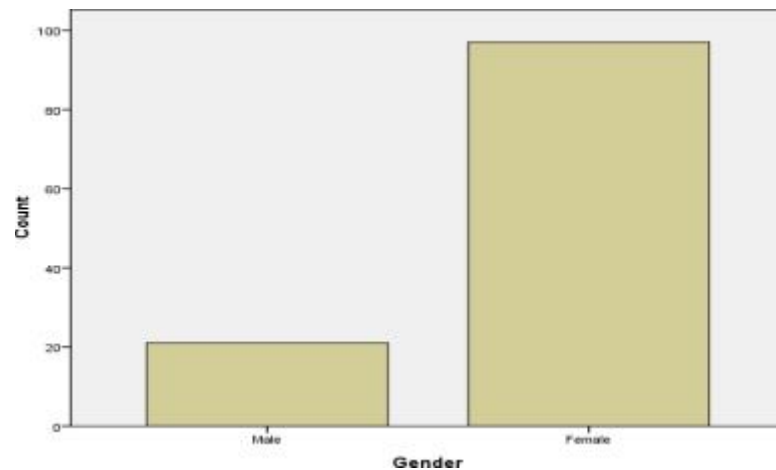


The above table shows that 16.1% of the respondents belongs to the age up to 25 years, 24.6% of the respondents come under the age of 26-35 years, 50.8% of the respondents are under the age group of 36-45 years and 8.5% belongs to the age group above 45 years. It is inferred that there is a higher percentage of 50.8% of the respondents in the age group 36-45 years and the lowest percentage of 8.5% of respondents in the age group of above 45 years

- **GENDER OF THE RESPONDENTS**

Figure 4.2. Shows the Gender group of Sample

4.4 Experience		
Experience	Frequency	Percentage
Less than 5 Years	90	76.3
5-10 Years	17	14.4
11-15 Years	8	6.8
Above 15 Years	3	2.5
Total	118	100.0



INTERPRETATION:

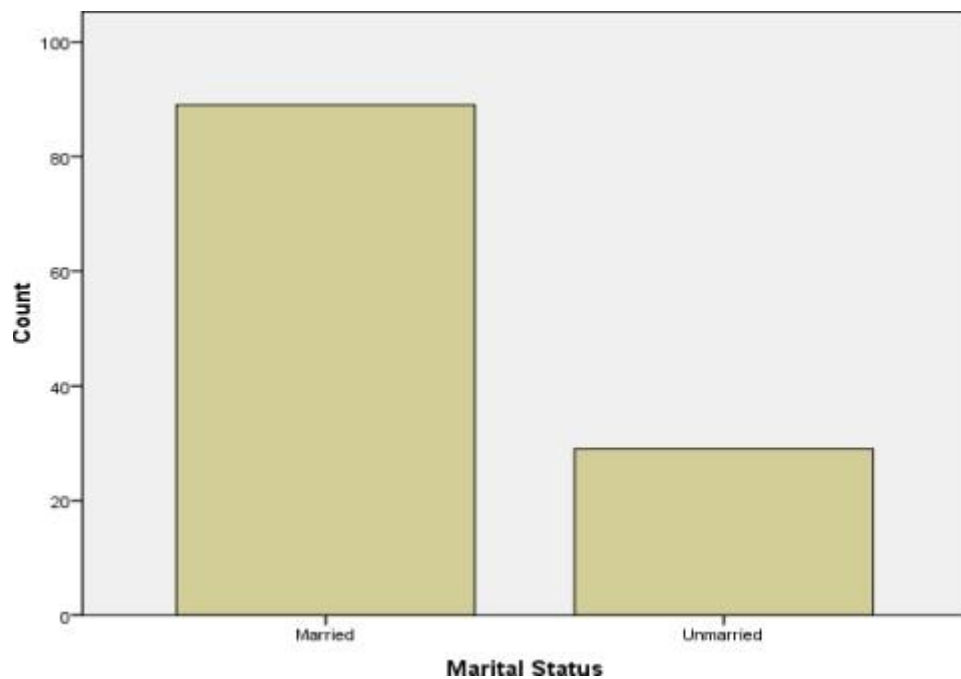
The table above shows that 82.2% are Female and 17.8% are Male.

It is inferred that highest 82.2% are Female and lowest 17.8% are Male

- **MARITAL STATUS OF THE RESPONDENTS**

4.3 Marital Status		
Marital Status	Frequency	Percentage
Married	89	75.4
Unmarried	29	24.6
Total	118	100.0

Figure 4.3. Shows the Marital status of Sample



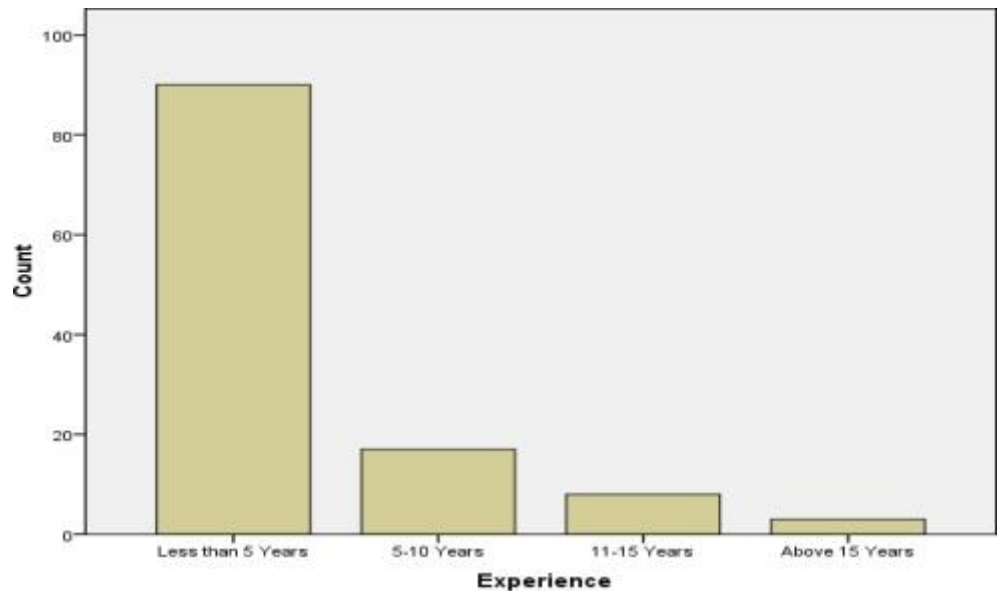
INTERPRETATION:

The table shows that 75.4% are Married and 24.6% are Unmarried. It is inferred that highest range of sample 75.4% are married and the lowest range of sample 24.6% are Unmarried

- **EXPERIENCE OF THE RESPONDENTS**

4.4 Experience		
Experience	Frequency	Percentage
Less than 5 Years	90	76.3
5-10 Years	17	14.4
11-15 Years	8	6.8
Above 15 Years	3	2.5
Total	118	100.0

Figure 4.4. Shows the Experience of Sample



INTERPRETATION:

The table above shows that 76.3% of the company respondents are having less than 5- year work experience, 14.4% of population are having work experience of 5-10 years, 6.8% of the population are having 11-15 years of experience and 2.5% of the people are having an experience of above 15 years. It is inferred that people with less than 5 years of work experience are the highest with 76.3% and people with experience above 15 years are the lowest with 2.5%.

• **SHOWING ANALYSIS TOWARDS OCCUPATIONAL STRESS**

**H0 = There is a Significant between Age and Occupational Stress H1 =
There is no significant between Age and Occupational Stress**

TABLE 4.5 ANOVA							
		Sum of Squares	Df	Mean Square	F	Sig.	Remark
I feel stressed during my work	Between Groups	.262	3	.087	.185	.006	Significant
	Within Groups	53.679	115	.471			
	Total	53.941	118				
I think physical environment in the workplace cause stress	Between Groups	.758	3	.253	.676	.048	Significant
	Within Groups	42.573	115	.373			
	Total	43.331	118				
I work after ordinary working hours to finish the assignments	Between Groups	1.077	3	.359	.563	.040	Significant
	Within Groups	72.626	115	.637			
	Total	73.703	118				
Do you find it hard to sleep because your mind is occupied with work load.	Between Groups	2.186	3	.729	.205	.400	Not Significant
	Within Groups	68.932	115	.605			
	Total	71.119	118				
Are you satisfied with the job	Between Groups	.603	3	.201	.419	.031	Significant
	Within Groups	54.652	115	.479			
	Total	55.254	118				

INTERPRETATION

- There is a significance between Age and I feel stressed during my work $p=0.006$
- There is a significance between Age and I think physical environment in the workplace cause stress $p=0.048$
- There is a significance between Age and I work after ordinary working hours to finish the assignments $p=0.040$
- There is no significance between Age and Do you find it hard to sleep because your mind is occupied with workload $p=0.400$
- There is a significance between Age and Are you satisfied with the job $p=0.031$

• **SHOWING ANALYSIS TOWARDS WORK-LIFE BALANCE**

H0 = There is a Significance between Marital Status and Work life Balance H1 =

There is no significance between Marital Status and Work life Balance

ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.	Remarks
Does company provide with proper employment benefit plans(retirement and pension)	Between Groups	3.128	1	3.128	7.233	.008	Significant
	Within Groups	50.160	117	.432			
	Total	53.288	118				
How much time do you spend with your friends and family on daily basis	Between Groups	1.222	1	1.222	4.024	.047	Significant
	Within Groups	35.219	117	.304			
	Total	36.441	118				
Do you think that if employees have good work-life balance, the organization will be more effective and successful	Between Groups	2.554	1	2.554	1.636	.043	Significant
	Within Groups	181.141	117	1.562			
	Total	183.695	118				
How do you rate the Flexible Working Hours provided by the company due to current Work-Life Management Policy	Between Groups	.003	1	.003	.006	.938	Not Significant
	Within Groups	63.285	117	.546			
	Total	63.288	118				
Does the company organize celebrations and picnics to manage work-life and personal life	Between Groups	1.059	1	1.059	3.363	.039	Significant
	Within Groups	36.534	117	.315			
	Total	37.593	118				

INTERPRETATION

- There is a significance between marital status and Does company provide with proper employment benefit plans (retirement and pension) $p=0.008$.
- There is a significance between marital status and how much time do you spend with your family and friends on daily basis $p=0.047$
- There is a significance between marital status and do you think that if employees have good work-life balance, the organisation will be more effective and successful $p=0.043$
- There is no significance between marital status and how do you rate the flexible working hours provided by the company due to current work-life management policy $p=0.938$
- There is a significance between marital status and
- does the company organize celebrations and picnic to manage work-life and personal life $p=0.039$

• T TEST

Questions	Factor	N	Mean	Std. Deviation	Sig.	Remarks
Does family problem cause stress at your workplace	Married	89	4.46	0.538	0.031	SIGNIFICANT
	Unmarried	29	4.59	0.463	0.034	SIGNIFICANT
Do financial motivations reduce the stress	Married	89	4.55	0.532	0.047	SIGNIFICANT
	Unmarried	29	4.59	0.463	0.050	SIGNIFICANT
Does the company	Male	21	4.41	0.565	0.048	SIGNIFICANT

provide maternity leave to the employees	Female	97	4.75	0.628	0.083	NOT SIGNIFICANT
Do you think that if	Male	21	4.62	0.584	0.053	NOT SIGNIFICANT

employees have good work-life balance the organization will be more effective and successful	Female	97	4.75	0.568	0.060	NOT SIGNIFICANT
I feel time pressure to work	Upto 25 Years	19	3.95	0.970	0.043	SIGNIFICANT
	26 – 35 Years	29	3.76	1.185	0.50	SIGNIFICANT
Do you feel lack of co-operation in office	Upto 25 Years	19	4.05	0.970	0.028	SIGNIFICANT
	26 – 35 Years	29	4.31	0.660	0.032	SIGNIFICANT

INTERPRETATION

- There is a significance between age and I feel time pressure to complete work $p=0.043$
- There is a significance between age and do you feel lack of co-operation in office $p=0.028$
- There is a significance between marital status and does family problem cause stress at your workplace $p=0.031$
- There is a significance between marital status and do financial motivation reduce the stress $p=0.047$
- There is a significance between experience and does the company provide maternity leave to the employees $p=0.048$
- There is no significance between experience and do you think that if employees have good work-life balance the organization will be more effective and successful $p=0.053$

FINDINGS

DEMOGRAPHIC VARIABLES

- 16.1% of the respondents belong to the age up to 25 years, 24.6% of the respondents come under the age of 26-35 years, 50.8% of the respondents are under the age group of 36-45 years and 8.5% belong to the age group above 45 years. It is inferred that there is a higher percentage of 50.8% of the respondents in the age group 36-45 years and the lowest percentage of 8.5% of respondents in the age group of above 45 years
- 82.2% are Female and 17.8% are Male. It is inferred that highest 82.2% are Female and lowest 17.8% are Male
- 75.4% are Married and 24.6% are Unmarried. It is inferred that highest range of sample 75.4% are married and the

lowest range of sample 24.6% are Married

- 76.3% of the company population are having less than 5 year work experience, 14.4% of population are having work experience of 5-10 years, 6.8% of the population are having 11-15 years of experience and 2.5% of the people are having an experience of above 15 years. It is inferred that people with less than 5 years of work experience are the highest with 76.3% and people with experience above 15 years are the lowest with 2.5%.

5.1.2 ANOVA

- There is a significance difference between Age and I feel stressed during my work $p=0.006$
- There is a significance difference between Age and I think physical environment in the workplace cause stress $p=0.048$
- There is a significance difference between Age and I work after ordinary working hours to finish the assignments $p=0.040$
- There is no significance difference between Age and Do you find it hard to sleep because your mind is occupied with workload $p=0.400$
- There is a significance difference between Age and Are you satisfied with the job $p=0.031$
- The management should take initiatives to promote mental health of the employees.
- The management should give priority to employee's health care to improve work-life balance.

T TEST

- There is a significance difference between age and I feel time pressure to complete work $p=0.043$
- There is a significance difference between age and do you feel lack of co-operation in office $p=0.028$
- There is a significance difference between marital status and does family problem cause stress at your workplace $p=0.031$
- There is a significance difference between marital status and do financial motivation reduces the stress $p=0.047$
- There is a significance difference between experience and does the company provide maternity leave to the employees $p=0.048$
- There is no significance difference between experience and do you think that if employees have good work-life balance the organization will be more effective and successful $p=0.053$

CORRELATION

- There is a strong negative relationship between work life balance and occupational stress, i.e. changes in one variable is strongly correlated with changes in other as the coefficient value is -0.163 . The Sig. (2-tailed) value here is 0.48 . This value is less than
- Therefore, it can be concluded that there is a significant correlation between the level of work-life balance and the level of occupational stress.

CONCLUSION

The motive of this study was to investigate the level of work-life balance and occupational stress of staff nurses in KIMS AL SHIFA Hospital. The study was also conducted to determine the relationship between occupational stress and work-life balance. The results of the study reveal that there is negative level of occupational stress among the staff nurses in the hospital. The correlation analysis identified a negative relationship between occupational stress and work life balance. Hence, changes in one variable may be used to make changes in another. The implication of this empirical article is notable since little research prevails concerning occupational stress and work life balance among staff nurses in KIMS AL SHIFA. This project may help in framing appropriate policies and practices within the hospital to identify the causes of stress and how to balance the work life in an organization.

5.2 SUGGESTION

- The organisation should try to find out causes of problems which create stress, rather than the effect of stress at workplace.
- The management should hold regular meetings to discuss unit pressure.
- New techniques like Chitchat breaks, Therapy dogs (Pets) should be adopted in the organisation.
- Workload must be assigned to once capacity and calibre.
- The management should introduce flexibility in work schedule to enable staff to cope with domestic commitments.
- Management should encourage hobbies like (painting, photography, music, drawing etc) inside the organisation.
- Management should provide paid vacation time to concentrate on their work-life balance.

