



OCCUPATIONAL STRESS AND JOB SATISFACTION AMONG HEALTH CARE PROFESSIONALS- A SOCIAL WORK PERSPECTIVE

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ABSTRACT

Occupational stress is considered to be an important factor for the successful functioning of the organization, especially in the health care sector. Health care professionals emphasize their service towards society, providing diagnostic services, intervention, treatment, and rehabilitative services. However, it is difficult to perform effectively without a sense of job satisfaction due to occupational stress. Significantly, it is difficult to achieve success and development as a professional in the health field. Moreover, people think positively about the nature of their job as it is known to be a service sector. Considering the quality, balanced work environment, and employee satisfaction of the health care professionals, the management should take necessary initiatives in creating a better, stress-free work environment and satisfaction. The individual job satisfaction and reduction in occupational stress can be addressed through the organization's policies and welfare measures provided to the healthcare professionals. Occupational stress and job satisfaction are two valuable measures for a healthier work environment as they influence healthcare professionals beyond expectations. Islam et.al. (2022) in their studies indicated the importance of characteristics of occupational stress due to a global shortage of nurses. However, there are only a few studies that explored the factors that influence occupational stress and affect job satisfaction. The primary aim of this study is to examine the relationship between occupational stress and job satisfaction. It also tries to analyse the intervention strategies for better outcomes in the workplace of healthcare professionals. The researchers used a descriptive research design and non-probability sampling with a convenient sampling method for the study. The results of the present study indicate that health care professionals ' satisfaction needs and psychological well-being need to be monitored.

Key Words – *Occupational Stress, Job Satisfaction, Health Care, Workplace*



The health care profession is generally perceived as a demanding profession, as it is considered to be a service-oriented sector. The increased demand and progress in the health care service profession, stress among the professionals has also increased. Occupational stress and job satisfaction play a vital role in helping healthcare professionals accomplish the organizational goal. Occupational stress is experienced when the demands made on us outweigh our resources. The occupational stress factors would influence physical, psychological, emotional, and spiritual aspects. Occupational stress is measured based on certain dimensions like burnout, stress-related health problems, perceived work stress, productivity, job satisfaction, and consideration for the job of change.

Job satisfaction is an integral component to improve enthusiasm among employees as it helps to develop their potential contribution. The goal of the organization can easily be achieved with workplace satisfaction and the progress of the employees. It could easily be identified that a dissatisfied employee would leave the organization, and it would affect the functioning of the organization. Job satisfaction is considered an important drive that influences the dimensions such as health, welfare, and safety measures at the workplace. It can drive through negative and intense conditions if it is continued without proper intervention, which would lead to physical and psychological disorders.

Baker et al. (2020) examined the relationship between work-related stress and job satisfaction among Saudi nurses working at a public hospital. The researcher used a cross-sectional method

and collected data from 297 nurses employed in a specified public hospital using a convenient sampling method. The researcher used questionnaire method comprising of Nursing Stress Scale (NSS) and Job Satisfaction Scale (JSS). The results revealed that the nurses experienced low level of stress and the job satisfaction level was maximum among them. Yari et al. (2018) investigated a study with an aim to evaluate the relationship between occupational stress, job satisfaction and spiritual well-being among nurses. The study is descriptive with a sample comprising of 80 nurses using convenient sampling method. The results revealed that there was significant negative relationship between occupational stress and job satisfaction along with spiritual well-being. Moreover, it was also concluded that there is no significant relationship between socio demographic details and occupational stress. Furthermore, it was determined that nurses are affected with high occupational stress and it has to be reduced to avoid further complications. Yong Lu et al. (2016) explored a study on job satisfaction among healthcare staff and also to investigate the association between job satisfaction with other factors such as work stress, work family conflict and doctor patient relationship in health care setting in Guangdong. The researcher used cross sectional survey method and collected data from the physicians, nurses and public health staffs. The study was analysed using 5845 respondents and it revealed that job satisfaction was positively related to few socio demographic variables. Furthermore, it was suggested from the study that laws have to be implemented to protect the health care professionals from violence and recreation facilities has to be



encouraged to prevent occupational stress among them. Gulavani et al. (2014) conducted a study to identify the occupational stress and job satisfaction among nurses working in tertiary care hospitals. The study is descriptive in nature. The sample size was 100 nursing professionals using convenient sampling method and the hypotheses were tested. The research study revealed that there is no association between occupational stress and job satisfaction with socio-demographic profile of the respondents. The study resulted stating that specific measures like compensation and independence has to be strengthened to improve the job satisfaction.

METHOD

Statement of the Problem

The review of literature describes that healthcare professionals being from the service sector must have high job satisfaction and positive work environment. Due to the influence of occupational stress and lack of job satisfaction it reflects in their performance, relationship with peers and lack of team work. Moreover, high occupational stress would lead to employee turnover. The health professional losses their patience due to long working hours, lack of job satisfaction, fair recognition and time to time appreciation from their management. It is difficult to balance their workplace stress which would eventually affect the quality of patient care if it is not addressed and rectified immediately.

Aim of the Study

The present study aims to determine the level of job satisfaction among healthcare professionals. Moreover,

to identify the occupational stress factors affecting job satisfaction and the influence of age and gender with occupational stress.

Objectives

1. To study the socio demographic profile of the respondents
2. To determine the association between occupational stress and job satisfaction among the respondents.
3. To assess the relationship between occupational stress with job satisfaction, age and gender of the respondents.
4. To provide social work intervention strategies for the research study.

Hypotheses

1. There is no significant relationship between Occupational Stress and Job Satisfaction of the respondents.
2. There is no significant relationship between Age and Occupational Stress of the respondents.
3. There is no significant relationship between Gender and Occupational Stress of the respondents.

A research design is a complete framework that describes the researchers collected and analysed data based on the feasibility of the study. The study is Descriptive. The sampling technique used in the present research study is convenient sampling with 67 respondents. Both primary data and secondary data have been used for this present study. The researcher used a questionnaire to collect the data using interview schedule. This schedule includes the following categories as personal profile, occupational stress and job satisfaction. Nursing Stress Scale was



proposed by Gray-Toft and job satisfaction scale by Katzell.

Table 1 : Experience Wise Classification of Respondents (N=67)

Variables	Categories	No. of Respondents	Percentage
Age	21-30 years	16	23.88%
	31-40 years	23	34.32%
	41-50 years	19	28.35%
	51 and above	09	13.43%
Gender	Male	21	31.34%
	Female	46	68.65%
	Total	67	100%

RESULTS

The majority of the respondents (34.32%) fall between the age group 31-40 years. As observed that there were 76.7 per cent of the respondents were married and the result reveals that 36.2% of the respondents have 2 children. Majority (47.1%) of the respondents have monthly income of rupees 20,001-30,000 per month and nearly 32.3 per cent of the respondents reside with joint family type. Majority, (71.7%) of the respondents reside in the urban area.

72.4% of the respondents are having high occupational stress 72% of the respondents are having high job satisfaction and 74.1% of the married respondents are having high occupational stress. 48.3% of the unmarried respondents are having high job satisfaction and 63% of the married respondents are having high job satisfaction.

65% of the respondents whose work experience in between 1-5 years is having high occupational stress. 73.7% of the respondents whose work experience in between 6-10 years is having high job satisfaction and 78.8% of the respondents whose work experience in between 11 and above years is having high occupational stress.

Nearly, 42.7% of the employees are having high occupational stress and high job satisfaction and 35.2% of the employees are having high occupational stress but low job satisfaction. As observed 22.1% of the employees are having low occupational stress but high job satisfaction.

H0: There is no significant relationship between Occupational Stress and Job Satisfaction of the respondents.

H1: There is significant relationship between Occupational Stress and Job Satisfaction of the respondents.

Table 2 : Relationship Between Occupational Stress with job satisfaction, age and gender

Variables and Occupational Stress	Chi-square value	P value
Job Satisfaction	57.51	0.007
Age	49.53	0.01
Gender	32.46	1.173

1. There is significant relationship between occupational stress and Job satisfaction of the respondents [(r= 57.51) (p<0.007)].

2. There is significant relationship between occupational stress and age of the respondents [(r= 49.53) (p<0.01)].

3. There is no significant relationship between gender and occupational stress of the respondents [(r= 32.46) (p<1.173)].

Social Work Intervention

1. Management should ensure to take necessary steps in implementing programmes and organization policies that would reduce occupational stress among the health care professionals.

2. Acknowledging the health care employees for the work accomplished and it has to be adopted as one of the most important strategies to ensure their satisfaction.

3. Recreation facilities, welfare measures, and incentives can be monitored to attain job satisfaction and reduce occupational stress.

4. Relationship-building programmes and activities could be encouraged.

5. Policy makers should give importance to the physical, psychological, and working environments of the health care services.

DISCUSSION

Occupational stress and job satisfaction are the most essential factors which would influence the workforce. Job satisfaction acts as a motivational factor which influence positively influences creating enthusiasm, high energy, and involvement at work. The stress factors that are identified is important as it would create a negative impact on patient care and their well-being if it is not addressed immediately.

It is suggested that changes in managerial schemes and policies are essential as occupational stress is a negative indicator of mental illness, leading to anxiety and depression, affecting the service.

Job satisfaction can be attained while the influencing factors at the workplace are recognized to decrease turnover intention among healthcare professionals. A reduction in occupational stress and job satisfaction helps to develop or increase the performance of the respondents.



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