

## Job stress, job satisfaction, and marital adjustment among fourth-grade employees in a tertiary psychiatric hospital

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### ABSTRACT

**Background:** Psychiatric hospitals have always been viewed with unique perceptions and stigmas. Working in a mental hospital has a significant impact on daily life. The challenges related to interacting with individuals with mental disorders increase the risk of experiencing stressful situations, conflicts, and adversely affect personal, family, and social participation. **Aim:** The aim of the study was to understand the level of job stress, job satisfaction, and their impact on marital adjustment among fourth-grade employees working as contractual and permanent staff in a psychiatric hospital. **Methods and Materials:** A descriptive research design was adopted for the current study. A total of 60 participants were recruited through convenience sampling. A socio-demographic data sheets, Job Satisfaction Scale, and a Marital Adjustment Scale were used in the study. **Results:** The present study revealed a significant level of stress and low job satisfaction among employees in a mental hospital setting. There was a significant difference between stress level in temporary and permanent employees. Additionally, participants reported difficulties in handling individuals with mental illness. **Conclusion:** The study highlights the need for special training programs for employees to enhance coping strategies and improve service delivery.

**Keywords:** Stress, job satisfaction, marital adjustment, psychiatric hospital

### INTRODUCTION

In today's fast paced and very competitive world, everyone is looking for the success, money, better living conditions, family and stress-free life. However, one has to do significant hard work to live happy life. Stress is one of the important concerns in industrial society. Stress is the reaction people have to excessive or other types of demand placed upon them. It arises when they worry that they can't cope. Stress has long been associated with the onset of significant physical and mental health problems. It is noted in several studies that depression, anxiety and stress constitute significant number of mental illnesses in occupational health settings. Occupational stress can be defined as the harmful physical and emotional responses; it affects job satisfaction and disturbed material quality.

There are a few literatures related to stress, job satisfaction and marital adjustment among people working in the large mental health establishments.

Fourth grade employees in government establishments are usually includes the job roles such as peon, cleaners and attendant, helper, etc. These employees have very little or no autonomy of the work they do, usually needs to follow orders of the other staff members. In recent study it has found that 79% of cleaning staff had significantly high stress levels including the nurses and other staff members at workplace the due to high demand and less autonomy physical and psychological stress occurs know as occupational of job stress.<sup>[1-2]</sup> Job stress can be any negative experience that is caused by an imbalance between job demands and job-related difficulties.<sup>[3]</sup> Stress is

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an integral part of all jobs, but it is mostly found in jobs that are closely related health and requires more attention. Marital adjustment is referred to the state of overall happiness and satisfaction feeling in husband and wife with regards to their marriage and with each other.<sup>[4]</sup>

Because of the unique nature of their work, health professionals—including but not limited to nurses, doctors, laboratory scientists, and pharmacists—have been identified as employees who are more likely to experience high levels of distress due to the emotional strain of their jobs and the degree of responsibility placed on them for the care of others.<sup>[5]</sup> According to Ghosh health workers play a vital role in the efficient operation of the majority of health systems. Health workers labour in a very dangerous environment, and in many developing nations, the national health system has been performing below par because of ongoing issues both inside and outside the health sector.<sup>[6-8]</sup>

More focus has recently been placed on the apparent lack of medical personnel in nations with the worst health outcomes, such as Nigeria, and the potential effects this may have on the nation's capacity to combat illness and enhance the health of its people. Occupational stress and other psychosocial hazards have recently been a public health concern for occupational health research. Although stress is a common occurrence in life, it has a negative impact on people's health, happiness, and job satisfaction as well as on organizations' absenteeism and turnover rates, which can lower the standard of patient care.<sup>[9]</sup>

Extreme stress exposure can become more hazardous and detrimental due to the negative psychological and behavioural effects it may have on the victims, yet mild to moderate stress can inspire and encourage people to attain admirable goals.<sup>[10]</sup> Time pressure, meeting deadlines, unfavourable working conditions, an excessive workload, long working hours, conflicts, positive and negative interpersonal relationships, and poor administration are the top workplace stressors, according to a study conducted in the United Kingdom, Sweden, Germany, Japan, Singapore, the United States, Nigeria, South Africa, Brazil, and Egypt.<sup>[11]</sup> Because stress at work can negatively impact a health worker's personal and family life by lowering their general quality of life, job

satisfaction is crucial because it boosts productivity and improves both work and life quality.<sup>[12]</sup>

**Aim:** The aim of the study was to understand level of job stress, job satisfaction and its impact on marital adjustment among fourth grade employees engaged as contractual and permanent employee in a psychiatric hospital.

## METHODS AND MATERIALS

The study commenced after obtaining ethical clearance from the institute. A cross-sectional descriptive research design was employed at Ranchi Institute of Neuro-Psychiatry & Allied Sciences (RINPAS), a tertiary care psychiatric hospital in North India. A total of 60 participants, including both male and female employees, were recruited through convenience sampling technique based on predefined inclusion and exclusion criteria. Married participants who were either permanent or contractual employees. Individuals who were unmarried, widowed, or unwilling to participate were excluded from the study. Prior to participation, informed consent was obtained from all individuals. Tools used in the study were:

**Socio-demographic data sheet:** Include age, gender, education, religion, domicile, monthly income, etc.

**Occupational Stress Index:** This scale containing 46 statements about potential job stressors. Respondents are asked to rate their level of agreement with each statement on a 5-point scale. The statements measure 12 subscales of occupational stress including role overload, role ambiguity, role conflict, unreasonable pressures, responsibility for others, under participation, powerlessness, relationships with peers, intrinsic impoverishment, low status, strenuous working conditions, and unprofitability. The document provides the item numbers associated with each subscale to allow for scoring and analysis.<sup>[13]</sup>

**Marital Adjustment Questionnaire (MAQ):** It was created by Rohatgi and Kumar (1976). The married couples' marital adjustment was assessed using this scale. Twenty-two of the twenty-five highly discriminating type items in this MAQ's final form are positive, and three are negative. The questionnaire covers sexual, social, and emotional topics. For every item, there are two possible answers: Yes and No.

Scores are 1 for good items and 0 for negative ones. Items 4, 10, and 19 are negative. With the exception of these three, everything is positive. Overall marital adjustment scores are calculated as the total of the 25 items. Scores range from 0 to 25 as a result. Better marital adjustment is indicated by higher ratings, and vice versa.<sup>[14]</sup>

**ASHA Job Satisfaction Scale:** The scale was developed for assess job satisfaction, ASHA Job Satisfaction Scale (JSS-HMMP) by Dr. Asha Hingar, Dr. Uma Mittal, Dr. Vinita Mathur and Ms. Mansi Parnami is used. Subsequently a five-dimensional scale comprising 50 (fifty) items was developed. The 5 (five) dimensions include (I) salary and facilities (II) supervision (III) promotion (IV) work and (V) human relations. These dimensions are operationalized in terms of following criterion measures.<sup>[15]</sup>

**Statistical Analysis:** Descriptive analysis was done to demonstrate the findings of the research, chi-square test was used for checking the variability between both groups, to understand the deference in socio demographic profile and clinical profile

**RESULTS**

**Table 1: Socio Demographic details of Participants (N=60)**

Variables	Frequency	Percentage
<b>Gender</b>		
Female	23	38.33%
Male	37	61.67%
<b>Age (in years)</b>		
18-25	26	43.33%
26-35	18	30.00%
36-45	16	26.67%

Table 1 shows that in the study, 61.67% participants were male while 38.3% participants were female. Out of 60 participants, 26 (43.33%) participants belonged to age group 18-25 years, 18 (30.00%) to age group 26-35 years. Age group was 36-45 years of only 16 out of 60 participants (26.67%). Mean value of age (years) of study subjects was 28.88 ± 8.1 with median (25th-75th percentile) of 28.5 (21-36).

Table 1A shows that deference between contractual and permanent employees. There was no significant deference among the group.

**Table 1A: Deference between in various domain of socio demographic details (N=60)**

Variable	Level	Temporary (n=30)	Permanent (n=30)	X <sup>2</sup>
Education	Primary	8 (13.3%)	7 (23.3%)	6.48
	Secondary	20 (33.3%)	15 (25%)	
	Graduation	2 (3.4%)	8 (13.3%)	
Religion	Hindu	17 (28.3%)	14 (23.3%)	4.13
	Islam	8 (13.3%)	9 (15%)	
	Christian	5 (8.4%)	7 (11.7%)	
Domicile	Urban	8 (13.3%)	12 (20.0%)	.62
	Semi urban	8 (13.3%)	6 (10.0%)	
	Rural	14 (23.3%)	12 (20.0%)	
Living Arrangement	Own House	16 (26.7%)	14 (23.3%)	.71
	Rented House	8 (13.3%)	6 (10.0%)	
	Other Source	6 (10.0%)	10 (16.7%)	

**Table No. 2 Occupational stress among fourth grade employees**

Nature of Job	N=60	Mean (SD)	't' Value	Sig (2 tailed)
Temporary	30	21.86 (2.23)	4.786	.000

Permanent	30	17.46 (2.77)		
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**Table No 3. Job satisfaction among the employees**

Domain	Nature Job	N=60	Mean (SD)	't' value	Sig (2 tailed)
Salary Facilities	Temporary	30	1.20 (1.52)	<b>-3.62</b>	<b>.001</b>
	Permanent	30	4.06 (2.65)		
Supervision	Temporary	30	4.73 (1.70)	<b>-3.88</b>	<b>.001</b>
	Permanent	30	7.06 (1.57)		
Promotion	Temporary	30	1.73 (.59)	<b>-4.16</b>	<b>.000</b>
	Permanent	30	4.06 (2.08)		
Work	Temporary	30	2.66 (.97)	<b>-5.02</b>	<b>.000</b>
	Permanent	30	5.26 (1.75)		
Human Relations	Temporary	30	3.00 (1.51)	<b>-3.37</b>	<b>.002</b>
	Permanent	30	5.26 (2.12)		
AJSS total	Temporary	30	13.33 (4.89)	<b>-5.57</b>	<b>.000</b>
	Permanent	30	25.73 (7.08)		

**Table No. 4 Marital adjustment among the fourth-grade employees**

Domain	Nature Job	N	Mean	't' Value	Sig (2tailed)
Sexual	Temporary	30	3.20(1.26)	.78	.440
	Permanent	30	2.80(1.52)		
Social	Temporary	30	7.13(.63)	1.09	.284
	Permanent	30	6.53(2.03)		
Emotional	Temporary	30	10.66(.97)	1.72	.095
	Permanent	30	9.06(3.45)		
Total	Temporary	30	21.00(2.03)	1.42	.165
	Permanent	30	18.40(6.75)		

Table 2 indicates the occupational stress comparison among the temporary and permanent fourth grade employees' mean scores. The mean score of the temporary employees indicated higher score i.e., 21.86 (2.23), compared to permanent employees' mean score i.e., 17.46 (2.77), which indicated a significant difference between stress level in temporary and permanent fourth grade employees at 0.001 level.

Above table 3 shows the results of the domains of job satisfaction scale which includes salary facilities, supervision, promotion, work and human relations. All the domains showed that there was significant difference in all the domains' mean scores of temporary and permanent employees' job satisfaction. The overall job satisfaction scale t value of -5.57 indicated that significant difference in temporary and permanent staff members.

Table 4 indicates the results of the marital adjustment among the employees. The domains of the scale include sexual adjustment, social adjustment and emotional adjustment. The high mean score of temporary employees across all above domains indicate that they high marital adjustment issues than the permanent employee.

## DISCUSSION

Aim of the study was to assess the job stress, satisfaction and marital adjustment among the fourth-grade employees of the tertiary psychiatric hospital. The results of index study shows that fourth grade employees working in a tertiary care psychiatric hospital have significant job stress. The temporary employees have higher level of stress compared to permanent employees. The similar findings were reported in a study where higher level of stress found in the cleaning crew and physicians.<sup>[8]</sup> Accordingly, the stress level of the cleaning crew is higher compared to doctors. Besides that, the mean total score of the dimensions obtained by all occupational was indicate the level of stress between moderate to high levels among Health Care Workers.<sup>[2]</sup> In another study a significant correlation was found between different dimensions of occupational stress (demand, control, support, etc.) and job satisfaction.<sup>[16]</sup>

The nature of job also found to affect the job satisfaction among the employees. Present study shows significant level of occupational stress among both temporary and permanent staff (mean= 19.66) which shows high level of occupational stress, similar findings have been reported in previous studies.<sup>[17]</sup> In other study of workplace stress category of females had no effect on marital adjustment as well as on marital satisfaction (R). However, despite supporting past studies, it was found that there was no significant relationship between the levels of workplace stress and marital adjustment and marital satisfaction. Regarding job satisfaction low job satisfaction (mean=19.53) have been reported which comparable with earlier studies.<sup>[18-19]</sup>

This conclusion is corroborated by a Saudi Arabian study that found that Saudi Arabian healthcare workers had a high degree of job satisfaction in spite of their high levels of stress.<sup>[20]</sup> The results showed that occupational stress is somewhat predicted by

sociodemographic characteristics.<sup>[21-22]</sup> This outcome is consistent with previous research. Examining each component, it was found that educational attainment and professional cadre had a substantial impact on occupational stress. This was also shown to be comparable to another study<sup>[23]</sup> which found that the cadre/rank strongly contributed to occupational stress. This could be because of the particular peculiarity of their profession and their designation.

Educational status was found to influence occupational stress among nurses in a study which was similar to our own study. The reason why educational status influences stress is unclear, but it could be that the more educated one is, the better one understands the effects of stress on the human body. Another possible explanation is role conflict, which occurs when demands are placed on an individual that exceeds their capacity, and role ambiguity, which occurs when people are unsure of what is expected of them.<sup>[24]</sup>

Employee job satisfaction has a significant impact on an organization's productivity and work quality. This complex phenomenon can be defined as a person's attitude about their work, which affects their motivation as well as their occupation, health, and relationships with coworkers.<sup>[25]</sup> Job satisfaction among healthcare professionals significantly affects the standard and efficacy of their work. Research has also demonstrated that a health worker's degree of job satisfaction is influenced by factors such as gender, education level, work experience, pay, and working conditions. Job satisfaction is also impacted by stress, fatigue, and other elements that lead to stress at work.

## Limitations

Current study aimed to assess the job stress, job satisfaction and marital adjustment among fourth grade staff is only study conducted in psychiatric hospital. However, the study has some limitations, includes small number of samples recruited and the study was limited to only one hospital; hence limited to one site only.

## CONCLUSION

The study found that a higher level of occupational stress was present among the participants. Factors such as salary facilities,

communication, supervision, and human relations had the greatest impact on both stress levels and job satisfaction. The results also indicated a high prevalence of marital adjustment issues among fourth-grade employees in tertiary care hospitals. The study highlights the need for comprehensive preventive measures to ensure better job satisfaction and improved marital adjustment among staff members.

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