

Impact of Daily Hassles on Job Satisfaction of Nurses and Physiotherapists

A. Velayudhan, and S. Gayatridevi,

Bharathiar University, Coimbatore Avinashilingam Deemed University for Women, Coimbatore

Job satisfaction plays a pivotal role in determining the work and personal efficiency of an individual. The Present study aims to analyze the relationship of daily hassles on the job satisfaction of nurses and physiotherapists. Data was collected from 100 nurses and 100 physiotherapists. The tools used were Job Satisfaction Scale and Daily Hassles Scale. Correlation and t - test were used to assess the data. Results of the correlational study indicated that, as the daily hassles of nurses and physiotherapists increase, their self-esteem, preference towards the working environment and sense of interpersonal relationships decreases, whereas job security remains the same. The findings revealed that nurses experienced a greater share of daily hassles when compared to physiotherapists.

In our daily lives, we experience a lot of situations which can be particularly stressful to us. A hassle is defined as “a state of confusion, turmoil; an annoying or troublesome concern” (Merriam-Webster Dictionary, 1998). Driving in traffic, being late for commitments or appointments are some of the hassles a person experiences. It refers to the day to day negative life - event stress in one’s life, ranging from minor annoyances to family’s major pressure and problems and difficulties. Hassles interfere with the ability of the person to perform his/her “real” work there is a resulting negative effect on the individual’s quality of work life which eventually can lead to job dissatisfaction, job burnout, and turnover. Locke (1976) gives a comprehensive definition of job satisfaction as a “pleasurable or positive emotional state resulting from the appraisal of one’s job or job experience”. It is a result of employee’s perception of how well their job provides those things that are viewed as important. Here, we have analyzed the impact of daily hassles on job satisfaction. Several researches have been conducted on these

relative concepts. Job Satisfaction is an emotional response to a job situation. It is determined by how well outcomes meet or exceed expectations. It represents several related attitudes like work itself, pay, promotion, supervision and co-workers. Pandey (1995), in his study on rail engine drivers of Indian Railways, revealed role efficacy and work hassles to be negatively related. The respondents were found to be suffering from the feeling of role overload and personal -inadequacy.

Dumont and Provost (1999) cited a study (Plancherel, Bolognini, Bettschart, Dumont, and Halfon, 1997) found that daily hassles may act as a mediator of the effect of life events on mental health, suggesting that daily hassles not only trigger stress but effect the perception of ability to cope with more major stressful events.

It is essential to study the work of nurses and physiotherapists and the hassles they face which prevent them from effective work performance. A study by Blegen (1993) described the magnitude of the relationships

between nurses' job satisfaction and the variables most frequently associated with it. The study revealed that job satisfaction was most strongly associated with stress and organizational commitment. Poor job satisfaction leads to increased physician turnover, adversely affecting medical care (Buchbinder, Wilson, Melick and Powel 2001; Pathman, Konard, Williams, Schleckler & Linzer, 2002). Most western countries are facing more or less serious nurse shortages (Aiken, Clarke, & Sloane 2002; Sj gren, Fochsen, Josephson & Lagerstr, 2004). Shortages and nursing turnover have been associated increased pressure on those left in the job (Gauci Borda and Norman, 1997). There is evidence that low nurse retention in health care practice is related to burdensome workloads and high levels of job-related burnout and job dissatisfaction (Aiken, Clarke & Sloane, 2002). It is hard to understand why, in a period of a huge nurse shortage, their life-long employability is so badly guided (Van der Heijden, 2002). Brophy (1969) in a study among nurses found that less the nurse perceived her job as demanding of the qualities she possessed, lower was her level of job satisfaction. Employee participation in decision making process plays a vital work in job satisfaction. Superiors who enable employees to participate more in decision making and who encourage a two-way communication process tend to generate a favourable climate among their nursing team, characterized by less interpersonal conflict and hostility and fewer non-cooperative relationships (Stordeur, D'hoore, & Vandenberghe, 2001). Leadership plays a central role in job satisfaction. Leadership is positively correlated with nurses' job satisfaction and with commitment towards the institution and its missions (Dunham-Taylor, 2000; Stordeur, Vandenberghe & D'hoore 2000; Morrison, Jones, & Fuller, 1997). A survey conducted by Physiotherapy Association of British Columbia (2006) indicated decreasing job satisfaction among

physiotherapists working in pediatrics. In a study conducted by Barnes and Crutchfield (1997) found that physical therapist experienced some sort of unhappiness with some aspects of interpersonal relationships. A study done by Eker, Tuzun, Daskapan and Surenkok (2004) indicated important predictors of job satisfaction among Physiotherapist of Turkey were: Leadership, Interpersonal Relationships, Advancement and Salary. Lene Cecilie Svendsen (2001) reported 89% of the physiotherapists reported somatic symptoms and showed significant relationship between job satisfaction and number of somatic complaints. The present study focused on the impact of daily hassles of nurses and physiotherapists on job satisfaction in terms of attributes viz., self-esteem, work environment, job security and interpersonal relationships. Job satisfaction is a multi-dimensional phenomenon, the dynamics of the relations between the factors is more important than any one factor in isolation (Huby, Gerry, McKinstry, Porter, Shaw and Wrate, 2002). The aim of this study is to analyze the relationship of daily hassles on the job satisfaction of nurses and physiotherapists, in terms of attributes viz., self-esteem, work environment, job security and interpersonal relationship.

Method

Sample:

A sample of 100 nurses and 100 physiotherapists, employed in the Cochin Medical Sector, were selected for the study. Their educational qualifications were pre-degree, diploma, degree and post graduation; and the age range was 22 - 48.

Tools:

Daily Hassles Scale by Kanner, Coyne, Scaefter and Lazarus (1981): It was used to measure the day to day negative life event stress in one's life. This scale consists of 117 items, which measures the irritants that can

be ranged from minor annoyances to family's major pressure and problems and difficulties.

The Job Satisfaction Scale consists of 115 items, under the attributes viz. self

esteem, work environment, job security and interpersonal relationship. This scale is used to measure the index of job satisfaction of an individual in terms of these four dimensions.

Table1. Relationship between Daily Hassles and Job Satisfaction

Variables	Mean	S.D.	r	
Daily Hassles Self Esteem	242.6760.11	39.5217.10	- 0.18 **	
Daily Hassles Work Environment	242.6796.16	39.5229.63	- 0.18 **	
Daily Hassles Job Security	242.6740.46	39.5213.22	- 0.08	
Daily Hassles Interpersonal Relationship	242.6769.29	39.5221.46	- 0.20 **	

** p<0.05

Table 2. Difference between Nurses and Physiotherapists in Job Satisfaction

Job Satisfaction	Group	Mean	S.D	t value
Self Esteem	Nurses	44.82	7.84	28.43*
	Physiotherapists	75.41	7.37	
Work Environment	Nurses	71.51	13.85	21.26*
	Physiotherapists	120.82	18.59	
Job Security	Nurses	30.90	5.77	19.29 *
	Physiotherapists	47.46	6.35	
Interpersonal Relationship	Nurses	89.99	5.55	53.08*
	Physiotherapists	48.60	5.47	

*p<0.01

Table 3. Difference between Nurses and Physiotherapists in Daily Hassles

Group	Mean	SD	t value
Daily Hassles Nurses	251.02	30.43	3.05*
Physiotherapists	234.32	45.52	

*p<0.01

Discussion

Table 1 shows the relationship between daily hassles and job satisfaction of nurses and physiotherapists. It is observed that as the daily hassles of nurses and physiotherapists increases, their self esteem decreases. This may be because of family conflicts, economic shortages and problems based on these issues lower their morale and sense of self. These findings are in line with that of Desai (1993), who in his study on three levels of management, revealed that "mental workload", which was the main contributor for hassles in life, resulted in lowered feelings of self and one's personal sense of competence, amongst those in managerial cadre, as daily hassles increases the perception of work

environment that gives satisfaction tend to decrease. Similarly as daily hassles increases job satisfaction through interpersonal relationship tend to decrease, whereas daily hassles did not show any relationship to job security. Thus, satisfaction through job security does not seem to get influence by the daily hassles.

Table 2 shows the difference between nurses and physiotherapists in job satisfaction. It is inferred that physiotherapists have greater feelings of self esteem, preference towards the working environment and greater feelings of job security when compared to the nurses. Whereas, nurses had heightened interpersonal relationships compared to the physiotherapists. This may be because even though economic stability guarantees positive feelings of self, well being and competence amongst physiotherapists, which fosters greater preference towards their work culture, schedules and environment, which in turn makes their jobs secure because of positive regard from the

top management; nurses had better interpersonal relationships. The reasons attributed to this finding is that nurses tend to have greater and wider interaction networks and contact with large number of social groups; because their job demands and enables greater interpersonal relationships with members of all social strata.

Table 3 shows the difference between nurses and physiotherapists in daily hassles. It is observed that nurses experience a greater share of daily hassles than physiotherapists. This may be because their economic and financial status is not at par with that of physiotherapists. The bare minimal wages they receive may not be adequate enough to support the dependents in their family. Generally the society has a stigma attached to the nursing profession. The stigma attached to this profession, may result in negative feelings in the minds of family members towards the varied responsibilities and duties a nurse has to perform. Also, it is highly probable that the other dependents in a nurse's family are jobless and daily wage earners or have jobs which have a meager salary.

Physiotherapists, on the other hand have earnings adequate enough to support a reasonably decent life style and have a better quality of life when compared to the nursing community. Also the status the former group has in society, the weightage the public attaches to their job hierarchy, is definitely higher than that of the latter. The finding of this study correlated with Usha Rani Verma (1993) studied 300 employees of a multispecialty nursing home, observed that nurses were significantly higher on tension scores arising due to day to day life events, as compared to other non-officers, managerial and technical employees. Results revealed that as the daily hassles of nurses and physiotherapists increased the preference towards their work environment also decreased. This may be because, their

preoccupation with all negative life events and stressors, makes them lose interest in their working environment and work schedule. They may lose their liking towards the work culture and working life.

These findings are in line the observations made by Pestonjee and Mishra (1999), in their study on 120 male nurses, found that job stress and personal hassles had significant positive correlation with dislike towards one's work environment and propensity to quit the job.

Further, results pointed out that as the daily hassles of the two groups increase, a decrement occurs in their sense of job security. This may be because, with the increasing hassles of daily life, they divert their focus from the work scenario, duties and responsibilities to the manifold problems on the work front. This negatively influences their work and personal efficiency and effectiveness. As a result, the top management tries to replace them with more productive workers making their jobs highly insecure.

These findings are in line with the observations made by Rama (1995) found that factors extrinsic to the job (i.e. related to family), as well as problems at work place, had impact on the job performance of workers. These familial and work factors which trigger unrest, was found to be positively correlated with job insecurity, on the 200 odd factory workers chosen for the study. Also, the results showed that as the daily hassles of the two communities increase, their interpersonal relationships improved. This maybe because, in times of crisis, in the process of seeking a vent out for emotional catharsis, these individuals enter into interactive networks with the social groups they find around them. This may enable them to gather a better grip over the hassles they are faced with in daily life, thereby improving their interpersonal relationship.

Conclusion

Based on the results of the study, the following conclusions were made. In the medical sector, nurses were found to experience greater daily hassles when compared to physiotherapists. Also as the daily hassles increased the self esteem, preference towards working environment and interpersonal relationships decreased, so to say, a negative correlation exists between these variables and on the other hand, tend to have similar kind of job security.

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A. Velayudhan, PhD, Bharathiar University, Coimbatore

S. Gayatrivedi, Avinashilingam Deemed University for Women, Coimbatore

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Contact:

**Ms. Suzette Goguen (LOC Chair),
McGill University**

Department of Educational and Counselling Psychology

3700 McTavish Street

Montreal, Quebec,

Canada H3A 1Y2

Telephone: 514 398-3450

Fax: 514 398-6968 • Cell.: 450 230-6015