IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

A Study on the Mental Health and Well Being of Hospital Employees

Deepak Kumar. S[1], DR. JAYASHREE KRISHNAN[2]

II MBA Department of management studies, School of Management Studies, Vels Institute of Science Technology and Advanced Studies (VISTAS), Pallavaram, Chennai.[1]

DIRECTOR, Department of Management Studies, School of Management Studies, Vels Institute of Science Technology and Advanced Studies (VISTAS), Pallavaram, Chennai. [2]

Abstract: Hospital staff experience a variety of psychological stressors that have far-reaching effects on their mental wellbeing and overall welfare. This research examines the central factors behind these issues, and how workplace stressors, emotional exhaustion, organizational support. With a descriptive research design, the data was gathered using questioner and hospital institutional reports from staff across various professional levels, such as doctors, nurses, and administrative personnel. The results show that long working hours, heavy job demands, and inadequate periods of rest are primary causes of burnout and emotional exhaustion. In addition, direct patient care staff reported severe emotional exhaustion as a result of the pressure of dealing with critically ill patients and managing the emotional toll of their work. Institutional support, such as access to mental health services and employee wellness programs, was directly related to employees' mental health, with those who received sufficient support having higher satisfaction and lower stress levels. The COVID-19 pandemic worsened pre-existing mental health conditions, adding new challenges, including fear of infection and a huge surge in workload. Drawing on these findings, the research recommends a number of recommendations for enhancing the mental health of hospital staff, including the roll-out of wellness programs, continual mental health checks, and the promotion of a positive work culture. These initiatives are key to building a healthier, more resilient healthcare workforce.

Keywords: Mental health, Hospital employees, burnout, work-related stress, wellbeing, healthcare workers

I. INTRODUCTION

Hospital workers, from doctors and nurses to administrative and support staff, are the pillars of healthcare systems. However, even though they are so important, they frequently endure severe mental health issues that go unseen. Healthcare workers endure immense pressure, with lengthy hours, high emotional demands, and the perpetual risk of burnout, all of which can precipitate severe psychological effects. Recent occurrences such as the COVID-19 pandemic have only worsened these challenges, increasing stress, anxiety, and feelings of emotional exhaustion among health professionals.

This research seeks to mitigate the increasing problem of mental wellbeing and mental health among hospital staff, specifically the major stressors that lead to burnout, depression, and anxiety. Although medical workers are usually termed as heroes, the psychological cost of their jobs is still a major problem that needs to be addressed and intervened on. The investigation looks at elements such as workload, emotional labour, organizational support, and the impact of high-pressure environments on mental health.

The main aim of this research is to examine how these factors affect the mental well-being of hospital staff and determine ways through which their impact can be lessened. By learning the root causes of mental distress and providing practical suggestions, this study aims to help enhance the welfare of healthcare professionals. Moreover, this research highlights the significance of leadership, work-life balance, and institutional support in creating a healthier, more sustainable workplace for hospital staff.

Research Problem

Hospital employees, particularly in high-pressure environments like emergency departments and ICUs, face significant psychological challenges that negatively affect their mental health. Despite growing awareness of workplace stress in healthcare, institutional support remains insufficient, and the mental well-being of healthcare staff is often overlooked.

© IARJSET This work is licensed under a Creative Commons Attribution 4.0 International License

IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

OBJECTIVES

1.To Assess the Prevalence of Mental Health Issues Among Employees.
2. To Explore the role of organizational support in employee well-being.
3. To understand the role of leadership and workplace culture

Research Questions:

- What are the primary mental health challenges faced by hospital employees?
- How do workload, emotional exhaustion, and workplace culture affect employees' psychological health?
- What role does organizational support play in mitigating stress among hospital workers?

Significance of the Study

This study is critical as it provides evidence for factors that result in burnout and mental health disorders among hospital staff, providing evidence-based findings to enhance workplace policy and staff welfare.

II. LITERATURE REVIEW

Cluster-randomised trial evaluating a complex intervention to improve mental health and well-being of employees working in hospital – a protocol for the SEEGEN trial

Nadine Mulfinger et al. (2019)

This article outlines the SEEGEN trial protocol, a cluster-randomized trial that aims to assess a complex intervention to enhance the mental health and well-being of hospital staff. The intervention is aimed at dealing with organizational support, employee engagement, and stress management to fight against prevalent mental health issues among healthcare staff. The trial includes a number of hospital units, with an intervention received by some and other units that are controls. The research seeks to measure mental health, burnout, stress, and well-being outcomes and to determine evidence-based approaches to enhancing workplace mental health in healthcare facilities.

Effects of Hospital Workplace Factors on the Psychological Well-being and Job Satisfaction of Health Care Employees

Manisha Agarwal and Abhishek Sharma (2011)

This research by Agarwal and Sharma (2011) explores the different work environment factors at hospitals and their effect on the mental well-being and job satisfaction of healthcare workers. Important factors like work environment, demands of the job, organizational support, and employee relationships are examined by the authors in employee satisfaction and mental well-being. Their findings point out that a positive work environment, adequate support systems, and manageable job demands are critical in enhancing the psychological well-being of health-care workers, leading to greater job satisfaction and decreased stress. Above all, the outcome highlights the necessity of hospital administrations focusing on improving workplace conditions in order to enhance staff well-being.

Interventions to support the mental health and well-being of front-line healthcare workers in hospitals during pandemics: an evidence review and synthesis

Kate Robins-Browne et.al (2022)

This review of evidence by Robins-Browne et al. (2022) considers interventions to support the mental well-being and welfare of front-line healthcare professionals in pandemics. The research synthesizes current studies on measures that have been used in hospitals to reduce stress, anxiety, and burnout among healthcare professionals in emergency situations. The results emphasize the efficacy of a number of interventions, including psychological support services, resilience training, and organizational changes like flexible work schedules. The review emphasizes the necessity for proactive, well-organized support systems to safeguard healthcare workers' mental health, especially during times of high stress such as pandemics.

Investigating the impact of psychosocial risks and occupational stress on psychiatric hospital nurses' mental well-being in Japan

Leka, Hassard, and Yanagida (2012)

This study investigates the impact of psychosocial risks and job stress on the psychiatric nurses' mental health in Japan. Using a cross-sectional survey of 361 nurses from six psychiatric hospitals, the study reveals major sources of stress like elevated psychological job demands, low social support, and job strain. Results suggest that these factors are significantly related to higher emotional exhaustion and tense or uptight feelings among nurses. The research highlights the need to deal with work-related stressors and to build social support in order to enhance the mental well-being of psychiatric nurses

© IARJSET This work is licensed under a Creative Commons Attribution 4.0 International License

IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

Workplace exercise program in a hospital environment: an effective strategy for the promotion of employees physical and mental health. A randomized controlled study

Gerodimos et al. (2022)

This research assesses the efficacy of a workplace exercise scheme in a hospital environment to enhance the physical and mental well-being of healthcare workers. In a randomized controlled trial, the study had hospital staff undergoing organized physical activity sessions. Outcomes indicated significant improvements in physical fitness as well as mental health measures, such as lowered stress levels and enhanced mood. The research points out that frequent exercise in the workplace can be an affordable and convenient intervention to promote staff well-being, especially in high-stress settings such as hospitals.

III. RESEARCH METHODOLOGY

Research Design: Descriptive research design
Sampling Technique: The survey was conducted as a random sampling technique
Data Collection: A structured questionnaire assessing stress levels, job demands, emotional exhaustion, and mental health symptoms.

Variables:
• Independent Variable: Demographic Information
• Dependent Variables: Mental Health Prevalence

Data Analysis Tools: ANOVA, correspondence, and T-test conducted using SPSS software
Ethical Considerations: Participation was voluntary, with informed consent obtained. Strict confidentiality and anonymity were maintained throughout the research process.

LIMITATIONS

Sample Size and Representativeness: The study may have a limited sample size, which could affect the generalizability of the findings. The research might not fully represent the diverse range of hospital employees across various departments, locations, and healthcare systems.
Self-Reported Data: The study relies on self-reported data, such as surveys or interviews, which can be influenced by social desirability bias or inaccurate reporting. Participants may underreport their mental health issues due to stigma or fear of negative consequences.
Limited Scope of Stressors: The study may focus on specific stressors within certain hospital settings and may not account for other potential factors such as external personal issues, regional healthcare system differences, or varying levels of institutional support, which could influence the mental health of employees.

RESULT

1.INDEPENDENT SAMPLES T-TEST

An Independent Samples t-test was conducted to determine whether there was a significant difference in perceived job stress between the Job role.

Hypotheses:
Null Hypothesis (H_0): There is no significant difference in perceived job stress levels between nurses and non-nurses.
Alternate Hypothesis (H1): There is significant difference in perceived job stress levels between nurses and non-nurses.

	Levene's Test for Equality of Variances		t-test for Equality of Means						
								95% Confidence Interval of the Difference	
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
Onascaleof15howstressfuldoyoufindyourjob Equal variances assumed	23.004	.000	-2.347	150	.020	-.3152	.1343	-.5805	-.0499
Equal variances not assumed			-2.463	133.021	.015	-.3152	.1279	-.5682	-.0621

IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

Since the p-value = 0.015 < 0.05, we reject the null hypothesis. So, there is significant difference in perceived job stress levels between nurses and non-nurses. So, Differences is explained by the Mean Value Given in the table below

Group Statistics

What is your job role at Hospital		N	Mean	Std. Deviation	Std. Error Mean
On a scale of 1 to 5 how stressful do you find your job?	Nurse	83	4.482	.9922	.1089
	Non-Nursing	69	4.797	.5578	.0672

There is a statistically significant difference in job stress levels between nurses and non-nursing staff. Hence, we came to know that in Hospitals the non-nursing employees are facing more stress full than the nursing staff.

2. CORRESPONDENCE

This table provides a cross-tabulation between age groups and the primary sources of stress in the workplace. It shows the primary sources of the stress among the different age groups of the hospital employees, A clear summary of the Correspondence Diagram follows

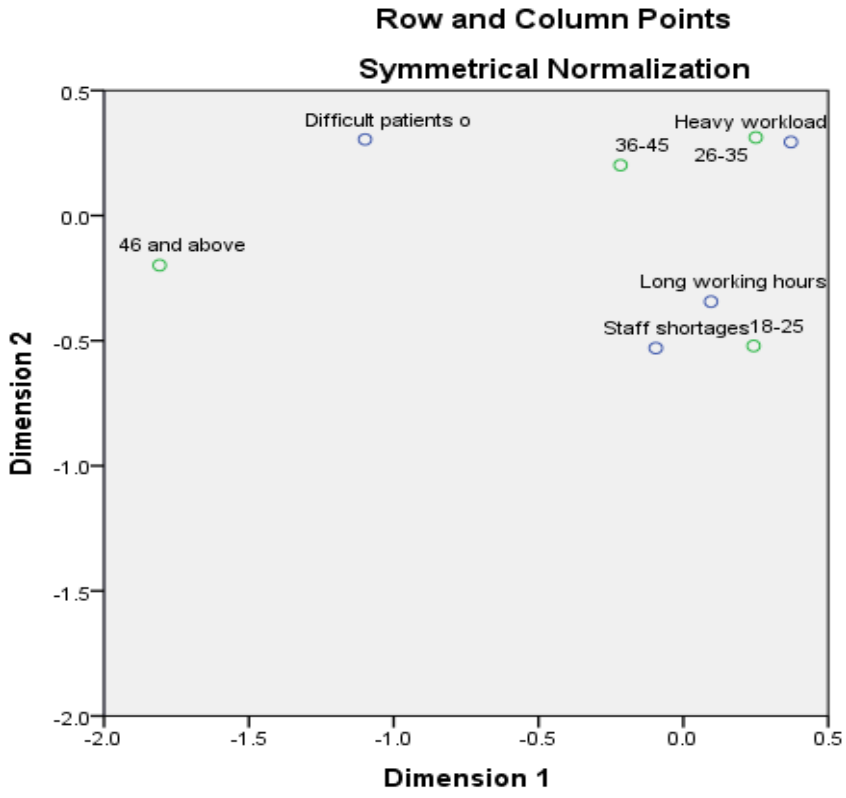
Hypotheses:

Null Hypothesis (H_0): There is no significant association between the age group of hospital employees and the type of stressors they report.

Age and stressors are independent.

Alternative Hypothesis (H_1): There is a significant association between the age group of hospital employees and the type of stressors they report.

Age and stressors are not independent (they are associated).



To understand this correspondence easily this diagram shows as the relationship between among the different age groups and their primary sources of their stress

IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

- Age Group of 18-25 says that their primary source of their stress was “Staff shortages” and “Long Working Hours”
- Age Group of 26-35 and 36-45 says that their primary source of their stress was “Heavy Workload” these two age groups were significantly facing their same sources of stress
- Age Group of 46 and above says that there were not facing any Stress on the Job
- Among these four-age group we came to know that they didn’t face any stress on their professional work “Difficult Patients”

3.Chi-Square Tests

To explore the relationship between employee stress and rest periods, a cross-tabulation and Chi-Square test were conducted using two survey questions: primary sources of stress in your workplace?" and "How many days off do you usually take in a month?". This analysis aimed to determine whether the number of days off an employee receives is associated with the type of stress they experience at work. The findings from this test are presented in the table below.

Hypotheses:

H_0 (Null Hypothesis): There is no association between the number of days off per month and the primary sources of workplace stress.

H_1 (Alternative Hypothesis): There is a significant association between the number of days off per month and the primary sources of workplace stress.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.519[a]	9	0.011
Likelihood Ratio	21.811	9	0.009
Linear-by-Linear Association	3.478	1	0.062
N of Valid Cases	152		

Interpretation:

A Chi-Square test of independence was performed to examine the relationship between the number of days off per month and the primary sources of workplace stress among employees. The test revealed a statistically significant association between these two variables

This indicates that the distribution of workplace stressors varies depending on the number of days off employees receive. Specifically, stress related to heavy workload and long working hours was more commonly reported among employees who receive fewer days off.

4.ANOVA

To examine whether the perception of mental health programs or counselling services provided by the hospital differs based on employees’ length of service, a one-way Analysis of Variance (ANOVA) was conducted. The independent variable was "How many years have you been working at Hospital?" and the dependent variable was "Are there any mental health programs or counselling services provided by the hospital?"

Hypotheses:

Null Hypothesis (H_0): There is no significant difference in responses based on whether or not mental health programs or counselling services are provided by the hospital.

Alternative Hypothesis (H_1): There is a significant difference in responses based on the availability of mental health programs or counselling services.

© IARJSET This work is licensed under a Creative Commons Attribution 4.0 International License

IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.806	3	1.269	1.821	.146
Within Groups	103.134	148	.697		
Total	106.941	151			

Interpretation:
The results show that there is no statistically significant difference in responses about the availability of mental health services based on years of experience, F (3, 148) = 1.821, p = .146. This indicates that employees, regardless of how long they have worked at the hospital, perceive the availability of mental health programs similarly.

5.INDEPENDENT T-TEST
To understand how different gender groups manage work-related stress, a comparison was made between two common coping strategies: talking to friends or family and seeking professional help. The responses were grouped by gender and analysed to observe any notable differences in their mean scores.

Hypotheses:

Null Hypothesis (H_0): There is no significant difference in the way males and females manage work-related stress (i.e., there is no difference in the coping methods used by gender groups).

Alternative Hypothesis (H_1): There is a significant difference in the way males and females manage work-related stress (i.e., males and females use different coping methods).

Group Statistics

22. How do you usually manage work-related stress?		N	Mean	Std. Deviation	Std. Error Mean
2.Gender	Talking to friends/family	70	1.571	.4984	.0596
	Seeking professional help	11	1.364	.5045	.1521

The results indicate that:
An independent samples t-test was conducted to compare how different gender groups manage work-related stress using two coping methods: talking to friends/family and seeking professional help. This test aimed to determine whether the difference in coping method usage between genders is statistically significant.

		Levene's Test for Equality of Variances		t-test for Equality of Means						
									95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
2.Gender	Equal variances assumed	1.014	.317	1.283	79	.203	.2078	.1619	-.1145	.5301
	Equal variances not assumed			1.272	13.258	.225	.2078	.1634	-.1445	.5600

© IARJSET This work is licensed under a Creative Commons Attribution 4.0 International License

IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.066 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 12, Issue 4, April 2025

DOI: 10.17148/IARJSET.2025.124117

Interpretation:
The p-value is 0.203, which is greater than 0.05. So, we fail to reject the null hypothesis. There is no statistically significant difference in the responses between male and female participants.
An independent samples t-test was conducted to compare the responses between male and female participants. The results indicated that there was no statistically significant difference in the mean scores between genders, t (79) = 1.283, p = 0.203. Therefore, gender does not appear to influence the responses to the item analysed.

IV. DISCUSSION

The study listed the primary determinants of mental well-being and health among hospital staff and underlined the importance of work-related stressors:

Workplace Stressors: Heavy workloads and extended working hours were the most common themes reported as major contributors to anxiety and burnout, especially among nurses and physicians. Managing workloads and encouraging regular breaks are the key ways to minimize stress.

Emotional Fatigue: Staff, particularly those in direct patient contact, felt high levels of emotional fatigue as a result of the nature of their work. This indicates the necessity for emotional support services to counteract compassion fatigue.

Institutional Support: It was observed by the study that workers who had access to mental health support and systems reported higher well-being. Institutional support lacking was a stressor shared among many, pointing to a deficit in management's sensitivity to mental health requirements.

V. CONCLUSION

This research emphasizes the strong influence of workplace stressors, emotional exhaustion, and institutional support on the mental health and well-being of hospital staff. By mitigating these factors and enhancing support systems, hospitals can improve the overall mental well-being of their employees, resulting in improved job satisfaction and patient care. The study recognizes major gaps in mental health services and emphasizes the need to incorporate mental health programs and interventions in hospital environments. Through the provision of actionable recommendations, the study highlights the necessity for hospitals to place mental health at the forefront to guarantee the well-being of their staff, ultimately leading to a more resilient healthcare workforce.

REFERENCES

[1]. Mulfinger, N., Sander, A., Stuber, F., et al. (2019). Cluster-randomised trial evaluating a complex intervention to improve mental health and well-being of employees working in hospital – a protocol for the SEEGEN trial. *BMC Public Health, 19*, 1694**.**
[2]. Agarwal, M., & Sharma, A. (2011). Effects of hospital workplace factors on the psychological well-being and job satisfaction of health care employees. *Journal of Health Management, 13*(4), 439–461.
[3]. Robins-Browne, K., Lewis, M., Burchill, L. J., et al. (2022). Interventions to support the mental health and well-being of front-line healthcare workers in hospitals during pandemics: An evidence review and synthesis. *BMJ Open, 12*, e061317
[4]. Leka, S., Hassard, J., & Yanagida, A. (2012). Investigating the impact of psychosocial risks and occupational stress on psychiatric hospital nurses' mental well-being in Japan. *Journal of Psychiatric and Mental Health Nursing, 19*(2), 123–131.
[5]. Gerodimos, V., Karatrantou, K., Papazeti, K., et al. (2022). Workplace exercise program in a hospital environment: An effective strategy for the promotion of employees' physical and mental health. A randomized controlled study. *International Archives of Occupational and Environmental Health, 95*, 1491–1500
[6]. Survey Data (2025) Collected from hospital employees and analysed

© IARJSET This work is licensed under a Creative Commons Attribution 4.0 International License