

Occupational Stress Among the Administrative Employees of a Selected Rehabilitation Centre in Dhaka City



By

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Statement of Authorship

Except where it is made in the text of the thesis, this thesis contains no material published elsewhere or extracted in whole or in part from a thesis presented by me for any other degree or seminar. No other person's work has been used without due acknowledgment in the main text of the thesis. This thesis has not been submitted for the award of any other degree in any other tertiary institution. The ethical issue of the study has been strictly considered and protected. In case of dissemination of the findings of this project for future publication, the research supervisor will be highly concerned, and it will be duly acknowledged as an undergraduate thesis.

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Dedication

I dedicate this work to my family members, who have installed in me a passion for learning and provided continuous encouragement along the way.

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List of abbreviations

APA	:	American Psychological Association
BHPI	:	Bangladesh Health Professions Institute
CRP	:	Centre for the Rehabilitation of the Paralysed
GDP	:	Gross Domestic Product
IGA	:	Income Generation Activities
ILO	:	International Labour Organization
NIOSH	:	National Institute for Occupational Safety and Health
OS	:	Occupational Stress
OSHA	:	Occupational Safety and Health Administration
SPSS	:	Statistical Package for Social Science
WHO	:	World Health Organization
WRS	:	Work Related Stress
WSS	:	Workplace Stress Scale

ABSTRACT

Background: During the 1980s, Occupational stress was identified as a significant health concern in the United States and other Western nations. Occupational stress is a serious issue that can negatively impact employees' physical and mental health. This stress can cause absenteeism, lower work quality, and job dissatisfaction. To promote optimal job performance and well-being, it is essential for organizations to carefully consider their employees' workload and effectively manage it to reduce employee stress.

Aim: The purpose of the study is to identify the level of Occupational Stress among the administrative employees of Centre for the Rehabilitation of the Paralyzed in Dhaka City.

Method: The study was conducted following a quantitative cross-sectional study design with face-to-face survey of 120 participants. This study used purposive sampling to collect data. Data were collected from 3 branches of Centre for the Rehabilitation of the Paralyzed. To identify the level of Occupational stress, the Workplace Stress Scale (WSS) and a sociodemographic questionnaire were used. Data were analyzed by using Statistical Package for Social Science (SPSS) 26.

Result: The Workplace Stress Scale (WSS) score of stress level among administrative employees were 31.7% in relatively calm category 30.8% in fairly low category, 27.5% experienced moderate and severe levels of occupational stress 8.3% and lastly in potentially dangerous category 1.7%. Association between sociodemographic variables and stress level were conducted by Fisher exact test. Among the sociodemographic variables, stress level was statistically significant ($P>0.05$) in the working environment.

Conclusion: This study's results showed that most employees experienced a relatively calm or fairly low level of occupational stress. However, a significant proportion of employees experienced moderate to severe levels of stress, and a small percentage were even categorized as potentially dangerous in terms of stress levels. Furthermore, the study found that working environment and job position were statistically significant with

stress levels. Through this study, the administrative employees of CRP will get an idea to reduce the workload in the workplace and take vital steps.

Keywords: Occupational stress, Administrative employee, Centre for the Rehabilitation of the Paralyzed.

CHAPTER I: INTRODUCTION

1.1 Background

According to Hans Selye, who first introduced the term "stress" in 1936, it is "the non-specific response of the organism to any desire for change (Stress, 2022). "Stress is a complicated and changing process that involves a person's engagement with their environment. The conflict affects how one responds to various circumstances on a physical, mental, and emotional level (Abhay et al., 2011). According to World Health Organization "Any form of change that creates physical, emotional, or psychological distress is referred to as stress. Individual's reaction to anything that demands focus or action is stress. Everyone goes through times of stress. However, how individual handle stress has a significant impact on your general well-being (WHO, 12 October 2021). Occupational stress is defined as a condition in which an employee's psychological and physical well-being are altered by elements related to their employment, forcing them to diverge from normal functioning (Sarafis et al., 2016). Stress presents a significant difficulty for healthcare organizations, and in recent decades, its effects have become a major global concern in health care and management (Luan et al., 2017). When the demands of the job do not align with the employee's abilities, resources, or needs, it can lead to detrimental physical and emotional reactions known as job stress. Workplace stress can impair individual's health and even present a hazard. The National Institute for Occupational Safety and Health (NIOSH) undertakes investigation on job stress to know its causes and links to health impacts as part of its mission to guarantee a safe and healthy workplace for all employees. (NIOSH) primarily focuses on preventing job stress and its associated health

effects (*NIOSH researches job stress prevention, management*, 2016). The World Health Organization (WHO) emphasizes health issues, low motivation, and low safety as the negative impacts on employees exposed to occupational stress and, as a result, significant unforeseen costs for the employers. The International Labour Organization (ILO) views Occupational Stress as the most important health threat for employees. The ILO statistics demonstrate that Occupational stress might account for 1-3.5% of the Gross Domestic Product (GDP) of the countries. According to studies, the yearly cost of occupational stress in the US could exceed \$300 million, while it is believed that the cost is closer to 20 million euros in the European Union. These expenses are a result of things like rising absenteeism, falling productivity, and rising medical expenses. To increase employee wellbeing and reduce its negative effects on the economy, employers and governments must take action to address and prevent Occupational stress (*Workplace Stress: A collective challenge*, 2016). Workplace performance and culture are negatively impacted by a multitude of negative effects of occupational stress, including burnout, which has long-lasting effects on the individual (Hayes et al., 2015). There is clear evidence that one of the major issues facing workers worldwide is occupational stress. There is clear evidence that one of the major issues facing workers worldwide is occupational stress. It has become a major issue that has a negative impact on organizations' productivity, employee performance and turnover, customer and employee satisfaction, and organizational reputation (Shah & Hasnu, 2013). Recent studies have also demonstrated that the academic sector is a very stressful profession, in addition to WHO and ILO reports (Newberry & Allsop, 2017). For examples, a United Kingdom survey discovered that a significant portion of academic and related staff members considered their occupations stressful (Newberry & Allsop, 2017).

The findings of a study conducted in India showed that the majority of academic staff members had significant stress levels (Reddy & Poornima, 2012). The levels of stress are also rocketing among workers in other parts of the globe. According to Amble's report from 2016, stress levels rose significantly in the USA, Australia, and Canada, with increases of 45% and 48% respectively. Interestingly, it seems that Asians may experience even higher levels of stress than those living in these areas. It's clear that occupational stress is a major issue for businesses across Australia and should be addressed proactively to ensure the well-being of employees (Sinclair & Cheung, 2016). Untreated mental health conditions cost Australian workplaces an estimated \$10.9 billion per year. Broken down that's \$4.7 billion in absenteeism, \$6.1 billion in presenteeism and \$146 million in compensation claims (Taouk et al., 2022). According to Employmenthero.com (2022), Every business should be diverting a significant amount of energy towards ensuring their workplace and culture is a healthy and happy environment for their employees. Happier employees mean increased productivity, less turnover and absenteeism. Based on the study, the researchers found that people would perform better when they had flexible working hours. Working time flexibility has been reported to affect job performance positively. Experts have different views about occupational stress. They viewed occupational stress as a response (Britt & Jex, 2015). Occupational stress is a significant problem among administrative employees and has been the subject of numerous studies in recent years. This stress type is the psychological and physiological response to perceived threats or challenges in the work environment. Administrative employees, who often work in office settings and are responsible for tasks such as organization, communication, and data

management, are particularly susceptible to stress due to their work's high demands and fast-paced nature.

According to a study published in the *Journal of Applied Psychology*, it was found that role ambiguity and conflict can cause significant stress among administrative employees. The study surveyed more than 200 administrative employees in the United States and found that those who reported high levels of role ambiguity and role conflict were more likely to experience symptoms of stress, such as burnout and job dissatisfaction. This highlights the importance of employers providing clear job descriptions and minimizing conflicting duties to promote the well-being of their employees (HABER et al., 2014). According to a study published in the *Journal of Occupational Health Psychology*, job demands, job control, and social support are all key factors that can predict stress levels among administrative employees. The study, which surveyed over 1,800 administrative employees in Israel, found that those who reported high job demands and low job control were more likely to experience symptoms of stress, such as burnout and job dissatisfaction. Additionally, those who reported low social support levels were more likely to experience stress-related symptoms. Employers need to consider these factors when creating a work environment that prioritizes the well-being of their employees (Tucak Junaković & Macuka, 2021).

1.2 Justification of the study

Good administrative professionals have a wide range of skill sets, are easy to work with and have good communication. For most customers, the administrative professional is their first impression of the company. Since the admin professionals are the ones to answer the

phones and/or greet clients and guests, they are often viewed as the face and/or voice of the company. It's worth noting that in the United States, there are currently more than 1,184,173 administrative staff diligently performing their duties to ensure that businesses and organizations operate seamlessly. It's an impressive number of individuals committed to keeping things running smoothly (Zippia, 2022). It's projected that this number will continue to grow in the coming years. Internationally few research has been conducted about identifying occupational stress amount administrative employees and additionally no studies have been found at the national level. So, this study will help to identify the Occupational stress level and sociodemographic information of the administrative employees working in the administrative department of CRP Savar, CRP Mirpur, CRP Ganakbari. As a health professional student research is a mandatory thing in the curriculum. Since the administrative employees are backbone of any organization, it's important to identify the level of stress so that it would be helpful for the administrative employees who are worked in various organizations and institutions in various departments of any organizations. And in addition, this study makes pathways for further studies regarding this area. As it is a part of curriculum for the health professional student, this study will further facilitate to conduct studies regarding stress.

1.3 Operational Definition

1.3.1 Stress

According to the American Psychological Association (APA), stress is defined as "the psychological and physiological response to events that are perceived as overwhelming or threatening to one's well-being" (Association, 2017).

1.3.2 Stress level

Stress level refers to the intensity or degree of stress an individual experiences in response to a specific situation or event.(Connor, 2020).

1.3.3 Administrative employee

An administrative employee can be defined as an individual who works in an administrative role within an organization and is responsible for a variety of tasks such as scheduling, data entry, customer service, and general organizational support (Mission, 2014).

1.4 Study question, aim, objectives

1.4.1 Study question

What is the level of Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralyzed in Dhaka city?

1.4.2 Aim

The aim of the study is to identify the level of Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralyzed in Dhaka city.

1.4.3 Objectives

- To find out sociodemographic information of administrative employees of CRP.
- To identify the level of occupational stress among administrative employees.
- To find out the association between sociodemographic variables and Occupational stress level among the administrative employees.

CHAPTER II: LITERATURE REVIEW

2.1 Stress

“Stress is a result of a response to mental, emotional, and physical pressure produces by different conditions. Person wellbeing is depending on the reaction with their stress” (Godoy et al., 2018). Stress has both positive and negative side effects. Factors causing the stress response in an individual are called stressors. When the circumstances present a chance to gain something, stress has beneficial effects. On the other hand, when we are subjected to constraints or demands, stress can have detrimental effects (Ampofo et al., 2020). All stress does not respond the same reaction with their physical, mental, and emotional pressure. The reaction to physical, mental, and emotional pressure is depending on different types of stress. Now mental health or illness is a key issue in public health. Stress is a familiar mental health problem in people. There are some published statistics about stress levels in different countries.

2.2 Occupational stress

Occupational stress is a term commonly used in the professional world. It refers to the ongoing and progressing stress an employee experiences due to responsibilities, conditions, the environment, or other workplace pressures. Work-related stress can be a response to an employee being presented with work demands that are not matched to their knowledge or skillset. Occupational stress can occur in many work circumstances. The situation can worsen for employees when they feel their supervisors and management are not providing enough support. It's impossible to avoid pressure in the workplace because of the demands placed on employees. Modern working world. And some work pressure, when deemed

acceptable by As an employer, motivating your employees can increase productivity and improve performance. NIOSH (2018) provided the following workplace stressors that can result in stress:

- Job demands include work overload, long hours, a lack of task control, and role ambiguity.
- Organizational factors such as poor interpersonal relations and unfair management practices.

Factors related to finances and the economy, such as inadequate salaries and a lack of increments, can be a source of dissatisfaction.

- Balancing work and family obligations can lead to conflicts.
- Training and career development issues such as lack of opportunity for growth or promotion
- Poor organizational climate, such as lack of management commitment to core values, conflicting communication styles, etc. and
- Inadequate staffing levels, shift of work, and time pressure, The workplace can be challenging without sufficient social support (FZE, November 2018).

2.3 Basic symptoms of occupational stress

Occupational stress is a pattern of reactions in the workplace that occurs when employees challenge their ability to cope. It may create physiological problems such as eating disorders, irritability, headaches, hair loss, loss of sex drive, severe physical illness, increased heartbeat and blood pressure, palpitations and chest discomfort, breathlessness

and hyperventilation, muscle ache, sleeping problems, dryness, of throat and mouth, sweaty palms, urinating frequently, diarrhea, indigestion, stomach ulcers, etc. It may show behavioral problems such as impulsive behavior, eating more or less, being easily distracted, speech problems, sleeping too much or too little, change in personality, irritability or aggression, burnout, nervous habits, increased errors, absenteeism, lack of concentration, etc. It also displays psychological symptoms such as physical trauma, moodiness, anxiety, fear, and tension, memory problems, depression, dissatisfactions, seeing only the negative, panicky, poor judgment, worries, and catastrophic thoughts, a sense of loneliness or isolation, overestimation of danger, etc (Yuan et al., 2022). Work stress is often attributed to factors related to one's job., for example, increasing demands, less freedom to control one's work, insufficient capacity to cope with time pressures, etc (FZE, November 2018). Studies show that various factors, including high job demands, low job control, lack of social support, unclear job roles, and conflicts in job responsibilities, can lead to significant stress levels among administrative employees. Addressing these factors is crucial to enhance the well-being of administrative employees and lower the incidence of stress in this group.

2.4 Organizational Stress

As explained, organizational stress is the response that workers may experience when faced with work demands and pressures that are beyond or not matched to their knowledge, skills, and abilities, often challenging their ability to cope (Leka & Nicholson, 2019). According to (Fink, 2016), stress can be defined as the pattern of emotional states and psychological reactions occurring in response to demands from within or outside the organization. These demands, known as stressors (or awful situations that create extreme demands on an

individual), lead to stress reactions when cognitively appraised as threatening and beyond one's control. It is important to note that organizational stress is restricted to the work environment, is caused by work-related aspects, and has consequences for the work context. In institutions of higher learning, stress is reported to be prevalent due to the overload of demands and undersupply of response mechanisms has raised a concern about one perspective of stress at work, and this is the fact that it could cause illness (Cox et al., 2005).

2.5 Effects of organizational stress to organizations

A study conducted by Karatepe in 2013 which found that hotel employees' job performance was negatively affected by their workload. This was due to the emotional stress and exhaustion that came with the job (Goonetilleke A. E. et al., 2018). Hafeez also conducted research in 2018 which confirmed that in the hospitality industry, the workload could have a detrimental impact on job performance (Mohamed Noor et al., 2020). This is because staff members are required to manage patient expectations, handle heavy workloads, and work overtime (Chieh-Jen Shieh et al., 2010). Employers should carefully consider their employees' workload to ensure optimal productivity and well-being. Ahmed and Ramzen's (2013) research reveals that an excessive workload can cause employees to experience stress and perform poorly. Alternatively, assigning an appropriate amount of work can improve performance and reduce stress levels (Ashfaq Ahmed & Ramzan, 2013). According to (Rizwan et al., 2014), job stress has a significant impact on job performance. Specifically, their study found that heavy workloads play a crucial role in causing poor performance among employees. When workload increases, employees can become exhausted, which ultimately leads to poor job performance. This can be so severe that

employees may even consider quitting their jobs. Therefore, it's crucial for employers to manage workloads effectively to prevent employee burnout and ensure optimal job performance. Employers need to recognize the impact that job insecurity can have on their employees' well-being and work to address any concerns in a timely and supportive manner. According to (Halbesleben & Buckley, 2004), job insecurity can significantly impact administrative employees' stress levels. This study surveyed over 200 administrative employees in the United States and found that those who reported feeling insecure in their jobs were more likely to experience burnout and job dissatisfaction. Research suggests that job insecurity, which is related to the fear of losing one's job, is a significant predictor of stress among administrative employees. This highlights the importance of addressing job insecurity in order to improve the well-being of administrative employees and reduce the prevalence of stress in this population.

2.6 Prevalence of stress

Now mental health or illness is a key issue in the public health. Stress is a familiar mental health problem in people. There are some published statistics about the stress level in different country. According to Global Organization for Stress (2015) prevalence of stress is present people in America is 75%, 91% in Australia and 442,000 in Britanian. There are no specific statistics about the stress level among people or adults in Bangladesh. However, icddr,b (2015) was reported that 65 to 31% among adults suffer from psychiatric or psychogenic disorder in Bangladesh. This disorder was depression, anxiety and neurosis. Stress is one kind of neurosis illness. It is not only unique problem, others mental illness such as depression, anxiety also related with stress. According to Koeck (2015), 34% stress is related to others mental illness or disorder.

A study published in the *Journal of Occupational Health Psychology*) found that high levels of job demand, low levels of job control, and low levels of social support are significant predictors of stress among administrative employees (Bakker & Demerouti, 2017). The study surveyed 1,902 administrative employees in the Netherlands and found that those who reported high levels of job demands and low levels of job control were more likely to experience symptoms of stress, such as fatigue and emotional exhaustion. Similarly, those who reported low levels of social support were more likely to experience symptoms of stress (Zoni & Lucchini, 2012).

2.7 Centre for the Rehabilitation of the Paralysed

CRP is a remarkable organization that provides comprehensive medical treatment, rehabilitation, and support services for individuals with disabilities. Their programs focus on not just physical health, but also emotional, social, psychological, and economic well-being. It's impressive how they've developed centers throughout the country to expand their services, and they've also collaborated with other organizations for even greater impact. CRP makes their commitment to empowering disabled individuals through community-based services, advocacy efforts, networking, and the empowerment of disabled girls and women. They're doing important work not just locally, but also on a national, regional, and international level. Of course, none of this would be possible without the support of their dedicated administrative department, which truly is the backbone of their successful journey.

2.8 Administrative employee

An employee who normally supervises persons engaged in office administration, construction, security or maintenance work who are represented by another trade union. This definition includes employees who share a community of interest with “supervisors”.

An employee of the district who possesses authority to formulate and carry out administrative and/or program decisions, or who represents administration’s interest by taking or effectively recommending discretionary actions that control or implement district policy, and who has discretion in the performance of these administrative and/or program responsibilities beyond the routine discharge of duties. An “administrative employee” need not act in a supervisory capacity in relation to other employees.

2.9 The gap of this study listed below

- There is a lack of comparative studies examining stress levels across different countries and cultural contexts.(Kayastha et al., 2015)
- In most studies, study populations were bankers, nurses, teachers, domestic workers, and executive officers.(HABER et al., 2014; Tucak Junaković & Macuka, 2021)
- Data were collected from online survey.(Alam et al., 2022)
- As previous studies had not been conducted within this population. The researcher wanted to fill this gap in knowledge and provide valuable insights for the health institute.

CHAPTER III: METHODOLOGY

3.1 Study design

3.1.1 Quantitative research design

Quantitative research is a research method that focuses on discovering how many people think, act, or feel in a specific way. It involves large sample sizes and is primarily concerned with the quantity of responses, rather than gaining more focused or emotional insight, which is the aim of qualitative research. Descriptive studies are often used in this kind of research as they help to establish associations between variables. Quantitative research deals with numbers, logic, and an objective stance. It primarily focuses on numeric and unchanging data and detailed, convergent reasoning rather than divergent reasoning. A variety of techniques for the systematic exploration of social phenomena using statistical analysis are included in quantitative research. Or measurable data. As a result, quantitative research relies on measurement and makes the assumption that the phenomena being studied can be quantified. (Trotter II, 2012)

3.1.2 Cross-sectional survey study

A cross-sectional study is a great way to get a snapshot of a group of people at a specific time. This study design is beneficial for identifying stress levels and determining any associations that may be present. While there are other types of studies that can be used to explore these questions, a cross sectional study offers a unique perspective that can be especially helpful in certain situations.(Kesmodel, 2018) This type of study can be helpful in identifying associations and determining stress levels within the group. This method has the benefit of being relatively rapid and affordable to administer because data may be

gathered from a large sample of participants in a short amount of time. As per this study is conducted to achieve the aim and objectives within a time frame, that's why the researcher selected cross-sectional survey.

3.2 Study settings and period

Investigator conduct the study by the participation of administrative employees of Centre for the Rehabilitation of the Paralysed at Dhaka city (CRP Savar, CRP Mirpur and CRP Ganakbari). The study period of data collection in these settings was of one month (December, 2022) as per the research proposal.

3.2.1 About CRP-Savar

In Chapain, Savar, the Centre for the Rehabilitation of the Paralysed (CRP) administrative building sits on roughly 11 acres of ground. CRP moved from rented space at Farmgate to CRP-Savar in 1990. At the headquarters of CRP are the executive and administrative offices, medical service wing, therapy service departments, surgical operating facilities, patient accommodations, educational institutes (Bangladesh Health Professions Institute, CRP Nursing College, William & Marie Taylor Inclusive School, School of Prosthetics & Orthotics), and other service units.

3.2.2 About CRP-Mirpur

CRP-Mirpur, located in Section 14 of Mirpur, started operating with the same aims and principles of CRP. CRP-Mirpur is a multistory structure that is accessible to both people with and without impairments. It includes three lifts and a ramp that leads to the fifth floor, which really is remarkable for Bangladesh. Additionally, CRP-Mirpur itself takes up six levels and offers therapeutic, diagnostic, and medical services. These services are offered

to the patients by a highly skilled multidisciplinary team that includes a medical officer, a physiotherapist, an occupational therapist, and a speech and language therapist. All these services are maintained by the administrative employees whom are working for the organization.

3.2.3 About CRP-Ganakbari

CRP Ganakbari was founded in August 1995 on 6.25 acres of land, 15 kilometers from CRP's Savar headquarters. CRP-Ganakbari, Sreepur, Ashulia is home to the Women's Rehabilitation Center and Income Generation Activities (IGA). The Women's Rehabilitation Center's primary goal is to reintegrate disabled women into society at large through vocational training, small company establishment, and job placement. The trainees receive free instruction, meals, and lodging. Industrial sewing machine operation, dressmaking and tailoring, handicraft, embroidery, baking, and food processing are among the training programs offered. The IGA has 34 shops for rent, including a metal workshop, a wood workshop, a printing press, recycled paper technology, and a plant nursery. The IGA unit makes furniture, crests and trophies, recycled papers, printing supplies, motorized mobility aids, supporting seats, and other items. In CRP-Ganakbari, a new service for individuals with mental health needs was established as of 2018, allowing the beneficiaries to participate in multifaceted duties that support their return to regular life.

3.3 Study population

The study population consists of administrative employees who work at the Centre for the Rehabilitation of the Paralysed in Dhaka city. These individuals are responsible for many important tasks that are essential to the success of the organization. They help with

scheduling appointments, managing patient records, and ensuring that the facility runs smoothly. It is important that these employees are well-trained and knowledgeable about the services that the Centre provides so that they can provide the best possible care to patients. Additionally, these administrative employees are a vital part of the Centre's team and play an important role in creating a safe and welcoming environment for patients and their families.

3.4 Sampling

The researcher uses purposive sampling to study a specific group or population in mind and want to study that group in particular. The key advantage of purposive sampling is that it allows researchers to focus on specific subgroups or individuals who are most relevant to the research question, which can increase the study's external validity and make it more likely to find meaningful results. Additionally, purposive sampling can also be more time and cost-effective than other sampling methods. Sampling is important part of a research and it is an approached more systematically in relation to the specific aims, purposes or hypothesis of the research. The purposeful selection of a participant is a component of the judgment sampling method, which is also known as purposive sampling. This nonrandom technique does not require underlying theories or a specific number of participants. (Etikan, 2016)

3.5 Sample size

For calculating sample size, the investigator used the principle of sample size determination:

$$n = \frac{z^2 \times pq}{d^2}$$

$$= \frac{z^2 \times (1-p)}{d^2}$$

$$= \frac{(1.96)^2 \times (0.5 \times 0.5)}{(0.05 \times 0.05)^2}$$

$$= 384$$

Here,

n= sample size

z= the standard normal deviate usually set at 1.96

p= 0.5; precise number of Occupational stress among administrative employee was unknown as well as prevalence was assumed.

q= (1-p) = 0.5; proportion in the target population not having the characteristics.

d= 0.05; degree of accuracy.

The calculated sample size is 384. But as it is an educational study for the investigator and there are some limitations to the research work, such as time limitations, cost limitations etc. so the investigator will collect n=120 data from the participants to complete the study.

3.6 Inclusion and exclusion criteria

3.6.1 Inclusion

- The participants those who have 6 months of working experience in administrative settings.
- Both male and female participants can participate in the study.

3.6.2 Exclusion

- Participants who don't work in the administrative department.
- Supportive staffs of administrative settings were excluded.
- Participants who have severe illness or on maternal leave.

3.7 Ethical considerations

- ✓ In research ethics is a moral issue which is the rights of the participators of the investigation. For avoiding conflict and keep the investigation transparent proper ethical consideration need to maintain. So, for keeping the investigation safe and transparent investigator followed some ethical consideration.
- ✓ The study was conducted under the observation of the supervisor.
- ✓ The Investigator has taken permission from the institutional ethical review board through the department of Occupational Therapy, BHPI (Bangladesh Health Professions Institute).
- ✓ All participants were informed about the aim of the study.
- ✓ Confidentiality of personal information's were strictly maintained.
- ✓ The Investigator was concerned about the effect of biasness, as the study sample selected based on inclusion & exclusion criteria.
- ✓ The Investigator committed to answer any study related questions or inquiries for the participants.
- ✓ The Investigator doesn't force the participants to participate in the study against their interest.
- ✓ All sources cited and acknowledged properly.

3.7.1 Informed consent

The participants read the information sheet and sign in the consent form before participating in the study. Ethical clearance was sought from the Institutional Review Board (IRB) of the Bangladesh Health Professions Institute through the Department of Occupational Therapy.

- ✓ Information sheet

✓ Consent form

✓ Withdrawal form

*Please check the information sheet and consent form in the Appendix.

3.7.2 Unequal relationship

The Investigator has no power or unequal relationship with the participants in doing this study. Data gathering for this study the researcher involve himself to collect data. Unfair relationships may add bias into the study process because the participant may feel under pressure to meet the researcher's expectations or goals.(Babbie, 2020) They should also work to foster an environment of trust and cooperation with participants.

3.7.3 Risk and beneficence

- ✓ Population doesn't have any risk to participate in the study.
- ✓ Participants are informed about the confidentiality of their information.
- ✓ Investigator doesn't pay the participant for giving information.

3.8 Data Collection and Participants Recruitment

At first the researcher took permission from the Bangladesh Health Professions Institute, the academical institute of Centre for the Rehabilitation of Paralyzed (CRP), and the Executive Director of CRP. After getting permission researcher was After getting permission researcher started the data collection procedure, field test, instrument, participants' information sheet, and withdrawal form, reach the participants and carry data from them.

3.8.1 Data collection method

Investigator has collected data by conducting face to face survey with participants.

3.8.2 Data collection instrument

To fulfill the aim and objective of the study researcher was used some tools during data collection period. The Investigator use Workplace Stress Scale (WSS) and its Bengali version and self-structured sociodemographic questionnaire to collect data from the participants. Data collection instrument were Workplace Stress Scale (WSS) with sociodemographic questionnaire.

3.8.3 Workplace Stress Scale

The Marlin Company created the Workplace Stress Scale, a tool for measuring workplace stress levels. This scale is designed to assess several aspects of stress, such as work expectations, control, support, and interactions with coworkers and managers (Marlin Company, 2021). Participants respond to a series of questions on the scale using a Likert scale, with options ranging from "strongly disagree" to "strongly agree" (Marlin Company, 2021). The scale's results can be used to pinpoint workplace factors that might increase stress and to create plans for dealing with and controlling it (Marlin Company, 2021).

3.8.4 Field test

Field test of questionnaire

The Researcher done the field test before going to the main data collection because it was very essential for the researcher to check the validity of the study. Field test was a preparation of starting final data collection. It helped to make a plan that how the data collection procedure can be carried out, difficulties during questioning, appropriate wording, easiness of understanding and need any change in questionnaire. The researcher had informed the participants about the aim and objectives of the study. Researcher conducted the field test by six participants in store and engineering

department. Researcher informed about the interview time and the questionnaire by the field test. Researcher collected information by using Bangla questionnaire. Researcher found that participant needs 5-10 minutes and did not face difficulty to fill up the questionnaires. Finally, these questionnaires were used for conducting main study.

3.9 Data collection procedure

In a face- to-face method, it creates a comfortable or easy-going situation for both the investigator and participator. So that, the data can be more trustworthy. By face-to-face interview, participants are personally interacted with the researcher as part of the data collection process. However, investigator need in-person encounters, they can also be more time-consuming and expensive to manage.

3.10 Data Analysis

The researcher used descriptive analysis by using the current version of Statistical Package for Social Science (SPSS) 26. Data analysis using SPSS 26 is a statistical software program that allows users to analyze and interpret data sets. SPSS 26, which stands for Statistical Package for the Social Sciences, is widely used in research and academic settings for tasks such as data cleaning, data transformation, and statistical analysis. The software includes a variety of tools and features, including data visualization options, advanced statistical tests, and the ability to handle large data sets (spssanalyticspartner.com, 2023). The researcher has used descriptive statistics to find out the sociodemographic information and Fisher Exact test to see the association between sociodemographic variables and stress level among the administrative employees.

3.11 Quality control and Quality assurance

In quantitative research, quality control refers to the procedures and rules employed to guarantee the accuracy and dependability of the study results. This can involve applying standardized tools and processes, ensuring data completeness and quality, and applying proper statistical analysis. The data was collected from the participants using the Bangla version of the workplace stress scale questionnaire. According to the author's permission, the scale was translated into Bangla and modified for language differences in our country. In the first step, three translators were selected for translation. Both translators independently converted the question into Bengali and focused on an easily understandable language. After finalizing the Bangla version of the question, the investigator sent this questionnaire to the expert, who needed an English version of the question here to translate into English. Then, they compared the Bangla version of the questionnaire to find any inconsistencies or errors. As the participants were administrative employees, a field test was also done to find out any understanding difficulties and cultural issues. After the field test, the question was modified to match our cultural perspective to get comprehensive and understandable information.

CHAPTER IV: RESULT

This section presents descriptive analysis and interprets the results in light of the study's goals and objectives. The study's goal is to identify the level of Occupational stress among the administrative staff at the Center for the Rehabilitation of the Paralyzed in Bangladesh's capital city of Dhaka. The study's goals are to identify the level of Occupational stress and gather sociodemographic data on Occupational stress among administrative staff.

4.1 Sociodemographic information

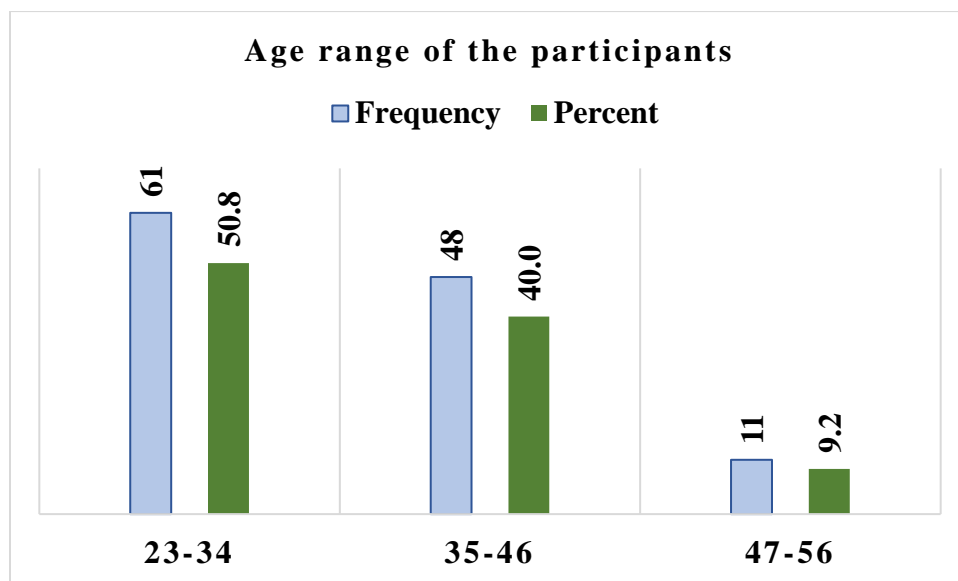


Figure 4.1.1 Age range of the participants

Figure 1 showed the socio-demographic information describes the age range of participants. Here the frequency is marked by blue and the percentage is by orange. In the figure between the age range of 23-34, 61 participants are included in this age range category and the percentage is 50.8%. In between this age range of 35-46, 48 participants are included in this age range and the percentage of participants is 40%.

And lastly, in the range of 47-56, 11 participants are included in this category and the number of percentage of participants is 9.2%

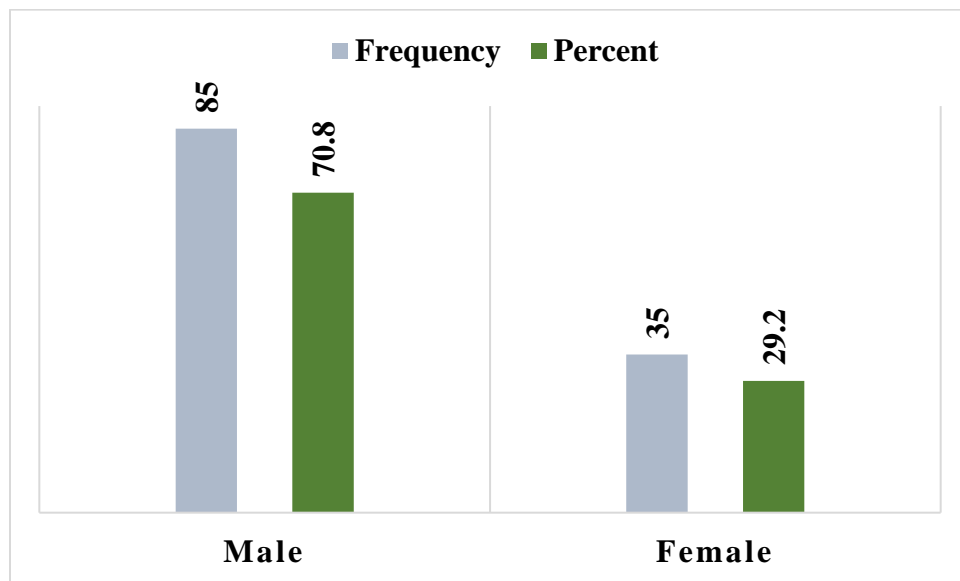


Figure 4.1.2 Gender of the participants

Figure 2 describes the overview of gender of the participants. Among 120 participants 85 was male and the percentage was 70.8% and 35 was female and 29.2% were female.

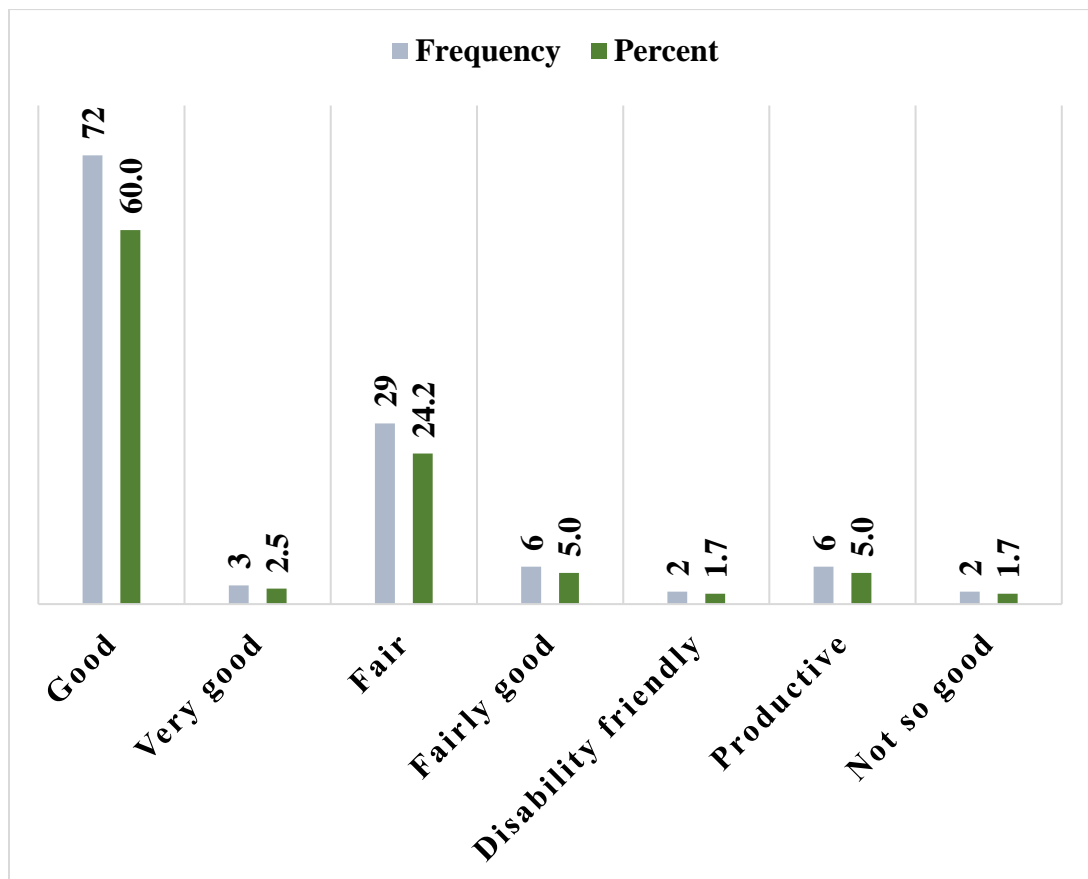


Figure 3.1.3 Working environment of the participants

Figure 4 describes working environment which was divided into 7 categories. The good category had 72 participants, making up 60% of the total. Only 3 participants were in the very good category, making up 2.5% of the total. The fair category had 29 participants, amounting to 24.2% of the total. For the fairly good category, 6 participants were included, representing 5% of the total. Lastly, the disability-friendly category had only 2 participants, with a percentage of 1.7%.

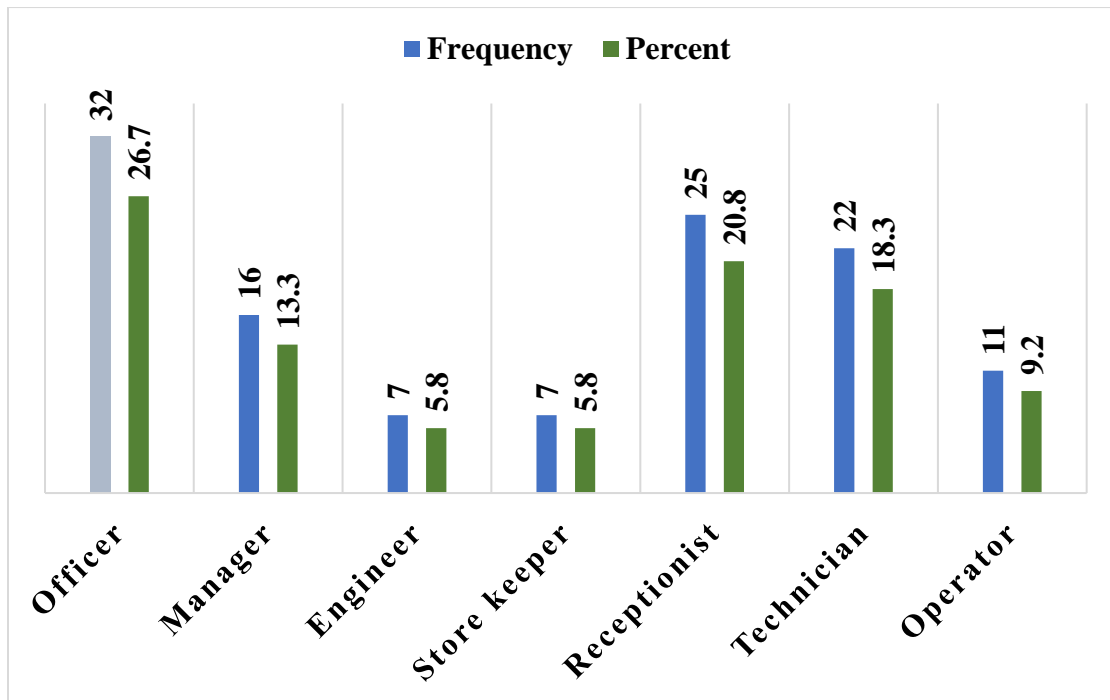


Figure 4.1.4 Job position of the participants

Based on the figure 5 provided, it appears that the job positions of the participants were grouped into 7 categories. It seems that the officer category had the highest number of participants, with 32 people or 26.7% of the total. The manager level had 16 participants, comprising 13.3% of the total. The engineer section had 7 participants, making up 5.8% of the total. The storekeeper section had 7 participants, accounting for 5.8% of the total. The receptionist section had 25 participants, accounting for 20.8% of the total. The technician level had a percentage of 18.3%, while the operator category had an overall percentage of 9.2%.

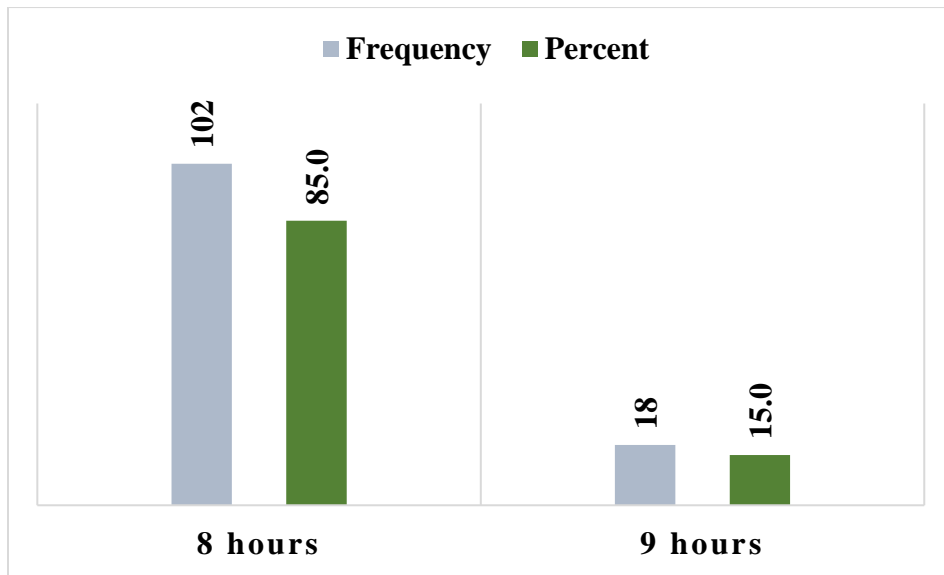


Figure 4.1.5 Working hours of the participants

The participants were categorized based on their working hours into two groups. The first category consisted of 102 participants who worked for 8 hours, making up 85% of the total. Meanwhile, the second category had 18 participants who worked for 9 hours, accounting for 15% of the total.

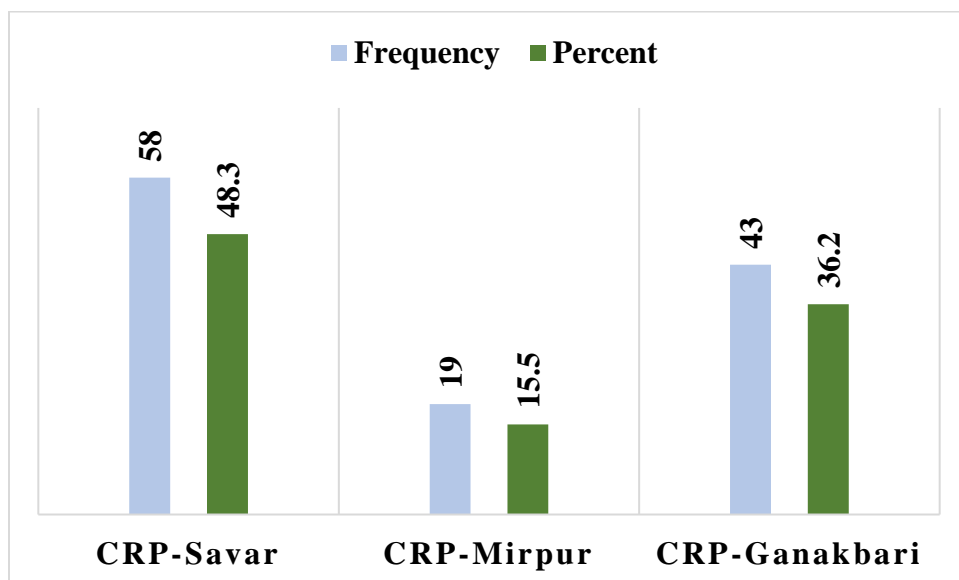


Figure 4.1.6 Working branch of the participants

This study was conducted in three different branches of CRP: Savar, Mirpur, and Ganakbari. Out of the total participants, 48.3% (58 individuals) were from the Savar

branch, 15.5% (19 individuals) were from the Mirpur branch, and 36.2% (43 individuals) were from the Ganakbari branch.

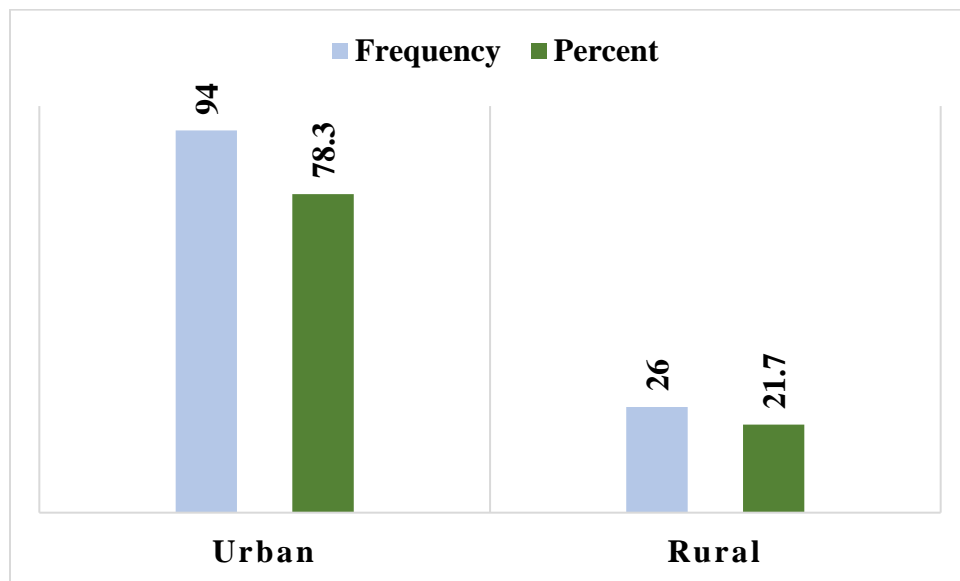


Figure 4.1.7 Residential area of the participants

Out of the total number of participants, 94 individuals were from urban areas, making up 78.3% of the residential population. On the other hand, 26 participants hailed from rural areas, which accounted for 21.7% of the overall residential percentage.

4.2 Level of Stress

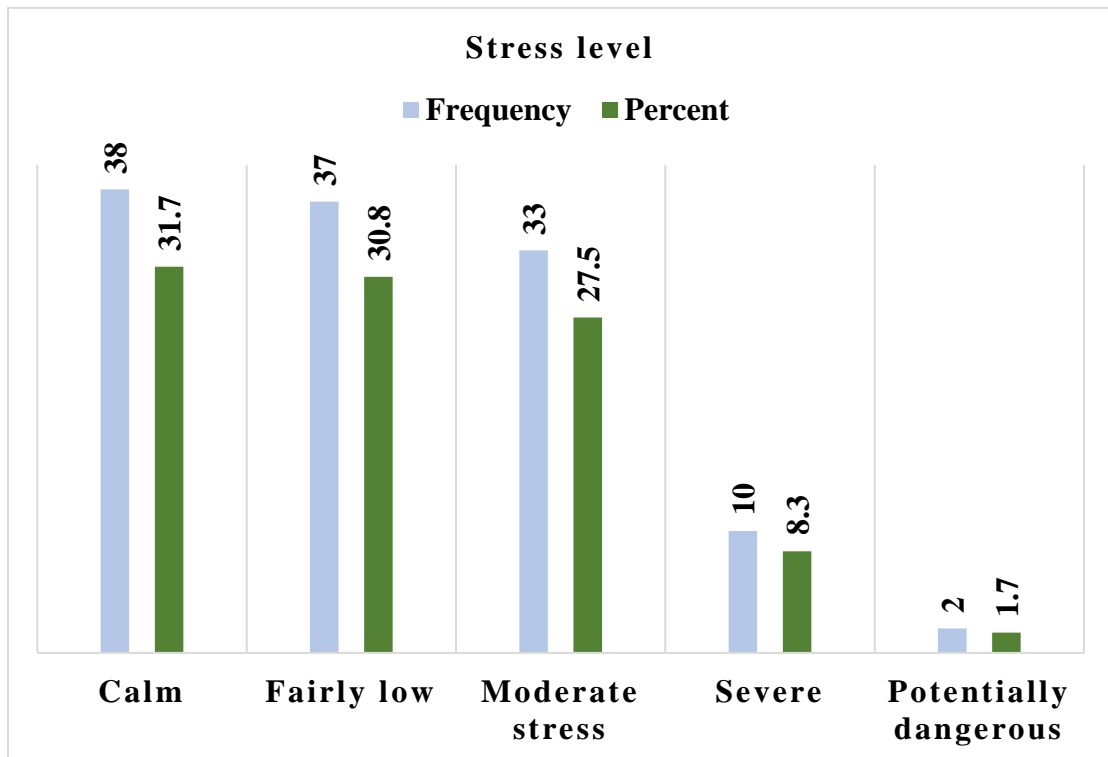


Figure 4.2.8 Distribution of the administrative employees level of stress on the basis of Workplace Stress Scale

Results in bar chart describes the distribution of the participants on the basis of the Score of Workplace Stress Scale. Two of the participants fall in the potentially dangerous category. Majority of the participants are moderately stressed (27.5%). Very few respondents (8.3%) are severely stressed. The total percentage of participants without stress is (31.7%) which is categorized by calm. And in fairly low category the number of total participants are (30.8%).

4.3 Association between sociodemographic variables and occupational stress level among administrative employees

Table 4.1 Association between age range and stress level among administrative employees

Variable	Age Range	Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Age	23-34	32.8%	24.6%	32.8%	6.6%	3.3%	.230
	35-46	25.0%	41.7%	20.8%	12.5%	0.0%	
	47-56	54.5%	18.2%	27.3%	0.0%	0.0%	
	Total	31.7%	30.8%	27.5%	8.3%	1.7%	

In this study among 120 participants, age range was categorized in three steps. In between 23-34 years, (32.8%) were found in relatively calm category, (24.6%) participants with fairly low stress level. Moderate stress was found on (32.8%) participants. (6.6%) participants have severe stress and (3.3%) of participants were categorized in potentially dangerous category. In between 35-46 years, (25.0%) of participants were found in relatively calm category, (41.7%) of participants were addressed stress as fairly low, moderate stress found in (20.8%) of participants and severe stress were found on (12.5%) of participants and no participants were found in potentially dangerous category in the age range. In between 47 to 56 years, (54.5%) of participants were found in relatively calm category. (18.2%) of participants have fairly low stress. Moderate stress was found in (27.3%) of participants and no participants found in severe stress and potentially dangerous category. The overall findings for this research, moderate stress, severe stress and potentially dangerous were found (27.5%) and (8.3%) and (1.7%).

Association between age range and workplace stress scale examined by fisher exact test. The association was not significant ($p>0.05$).

Table 4.2 Association between gender and stress level among administrative employees

Variable		Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Gender	Male	30.6%	27.1%	32.9%	7.1%	2.4%	.192
	Female	34.3%	40%	14.3%	11.4%	0.0%	
	Total	31.7%	30.8%	27.5%	8.3%	1.7%	

In this study among 120 participants, male participants were categorized by relatively calm (30.6%). Followed by fairly low stress (27.1%). Moderate stress was found in (32.9%) and severe stress in (7.1%) of participants. (2.4%) participants were found in potentially dangerous category. Female participants were categorized by relatively calm (34.3%). Followed by fairly low stress (40.0%). Moderate stress was found in (14.3%) and severe stress in (11.4%) of participants and no participants were found in potentially dangerous category. Overall findings for this research, moderate stress, severe stress and potentially dangerous were found (27.5%) and (8.3%) and (1.7%).

Association between gender and workplace stress scale examined by fisher exact test. The association was not significant ($p>0.05$).

Table 1.3 Association between working environment and stress level among administrative employees

Variable		Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Working environment	Good	30.6%	36.1%	23.6%	9.7%	0.0%	.012
	Very good	66.7%	0.0%	33.3%	0.0%	0.0%	
	Fair	20.7%	24.1%	44.8%	6.9%	3.4%	
	Fairly good	33.3%	33.3%	33.3%	0.0%	0.0%	
	Disability friendly	0.0%	50.0%	0.0%	50.0%	0.0%	
	Productive	100.0%	0.0%	0.0%	0.0%	0.0%	
	Not so good	0.0%	50.0%	0.0%	0.0%	50.0%	
	Total	31.7%	30.8%	27.5%	8.3%	1.7%	

Table 4.3 showed working environment and stress level among administrative employees through chi-square test. P value was 0.012 which is less than 0.05. So, there was a statistically significant relation between working environment and stress level among administrative employees. In this study among 120 participants working environment divided into 7 categories. In good category 30.6% of participants reported relatively calm. Fairly low stress has been found on (36.1%) of participants. Moderate stress has been found on (23.6%) of participants severe stress found on (9.7%) of participants and no participants found on potentially dangerous category. In very good category (66.7%) of participants found on relatively calm. No participants were found

in fairly low stress. Moderate stress was found on (33.3%) of participants and no participants were found in severe stress and potentially dangerous category. In fair category (20.7%) of participants found in relatively calm. (24.1%) of participants have been found on fairly low stress. Moderate stress has been found on (44.8%) of participants. Severe stress has been found on (6.9%) and potentially dangerous have been found on (3.4%) of participants. In fairly good category (33.3%) of participants have been found on relatively calm. (33.3%) of participants have been found on fairly low stress and same percentage have been found on moderate stress category. No participants have been found on severe stress and potentially dangerous category. In Disability friendly category no participants have been found on relatively come category. (50.0%) of participants have been found on fairly low stress category. No participants have been found on moderate stress. (50.0%) is of participants have been found on severe stress. And no participants have been found on potentially dangerous category. In productive category (100%) of participants have been found on relatively calm category and no participants have been found on rest other categories. In not so good category, no participants have been found on relatively calm. (50.0%) have been found on fairly low stress. No participants have been found on moderate stress and severe stress. (50.0%) of participants have been found on potentially dangerous category. The overall finding for this research is moderate stress have been found on (27.5%) of participants severe stress have been found on (8.3%) of participants and (1.7%) of participants have been found on potentially dangerous category.

Table 4.4 Association between job position and stress level among administrative employees

Variable		Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Job position	Officer	50.0%	28.1%	18.8%	3.1%	0.0%	.057
	Manager	25.0%	31.3%	25.0%	6.3%	12.5%	
	Engineer	14.3%	28.6%	28.6%	28.6%	0.0%	
	Store keeper	14.3%	14.3%	57.1%	14.3%	0.0%	
	Receptionist	16.0%	32.0%	32.0%	20.0%	0.0%	
	Technician	27.3%	36.4%	36.4%	0.0%	0.0%	
	Operator	54.5%	36.4%	9.1%	0.0%	0.0%	
	Total	31.7%	30.8%	27.5%	8.3%	1.7%	

In this study among 120 participants job position has been clustered in 7 steps. In terms of officer (50.0%) of participants has reported in relatively calm. (28.1%) of participants has been found on fairly low stress. (18.8%) of participants have been found on moderate stress category. In severe stress (3.1%) of participants have been found and no participants have been found on potentially dangerous category. (25.0%) of managers have been found on relatively calm category. (31.3%) of participants have been found on fairly low stress. (25.0%) of participants have been found on moderate stress. severe stress was found on (6.3%) of participants and (12.5%) of participants have been found on potentially dangerous category. In terms of engineer (14.3%) of participants have been found on relatively car fairly low stress has been found on (28.6%) of participants. Moderate stress has been found on (28.6%) of participants. Severe stress has been found on (28.6%) of participants and no participants has been found on potentially dangerous category. In terms of store keeper (14.3%) has been

found on relatively calm. (14.3%) of participants have been found on fairly low stress. Moderate stress has been found on (57.1%) of participants and severe stress has been found on (14.3%) of participants and no participants has been found on potentially dangerous category. In terms of receptionist, (16.0%) of participants has been found on relatively calm. (32.0%) of participants has been found on fairly low stress. Moderate stress has been found on (32.0%) of participants. (20.0%) of participants has been found on severe stress and no participants has been found on potentially dangerous stress. In terms of technician (27.3%) of participants has been found on relatively calm. (36.4%) of participant has been found on fairly low stress. Moderate stress has been found on (36.4%) of participants and no participants has been found on severe stress and potentially dangerous category. In terms of operator (54.5%) of participant has been found on relatively calm category. (36.4%) of participants has been found on fairly low stress. Moderate stress has been found on (9.1%) of participant and no participants has been found on severe stress and potentially dangerous category. The overall finding for this research is moderate stress have been found on (27.5%) of participants severe stress have been found on (8.3%) of participants and (1.7%) of participants have been found on potentially dangerous category.

Association between religions and workplace stress scale examined by fisher exact test. The association was not significant ($p>0.05$).

Table 4.5 Association between working branch and stress level among administrative employees

Variable	Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Working branch						
CRP-	31.0%	29.3%	27.6%	10.3%	1.7%	.139
Savar						
CRP-	20.0%	30.0%	25.0%	20.0%	5.0%	
Mirpur						
CRP-	38.1%	33.3%	28.6%	0.0%	0.0%	
Ganakbari						
Total	31.7%	30.8%	27.5%	8.3%	1.7%	

In this study among 120 participants, data was collected from three branches of CRP. In terms of CRP Savar (31.0%) of participants were found in relatively calm. (29.3%) of participants has been found on fairly low stress. Moderate stress has been found on (27.6%) of participants. Severe stress has been found on (10.3%) of participants and (1.7%) of participants has been found on potentially dangerous category. In terms of CRP Mirpur (20.0%) of participants has been found relatively calm. (30.0%) of participants has been found on fairly low stress. Moderate stress has been found on (25.0%) of participants. Severe stress has been found on (20.0%) and (5.0%) has been found on potentially dangerous category. In terms of CRP Ganakbari (38.1%) of participants has been found on relatively calm. (33.3%) of participant has been found on fairly low stress. Moderate stress has been found on (28.6%) of participants and no participants has been found on severe stress and potentially dangerous category. The overall finding for this research is moderate stress have been found on (27.5%) of

participants severe stress have been found on (8.3%) of participants and (1.7%) of participants have been found on potentially dangerous category.

Association between religions and workplace stress scale examined by fisher exact test. The association was not significant ($p>0.05$).

Table 4.6 Association between working hour and stress level among administrative employees

Variable		Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Working	8	30.4%	33.3%	27.5%	7.8%	1.0%	.314
hour	Hours						
	9	38.9%	16.7%	27.8%	11.1%	5.6%	
	Hours						
	Total	31.7%	30.8%	27.5%	8.3%	1.7%	

In this study among 120 participants, working hour has been divided in two categories. In terms of 8 hours of working time, (30.4%) of participants has been found in relatively calm. (33.3%) is of participants has been found on fairly low stress. Moderate stress has been found on (27.5%) is of participants. Severe stress has been found on (7.8%) of participants and (1.0%) of participants has been found on potentially dangerous category. And in terms of 9 hours of working time, (38.9%) has been found on relatively calm. (16.7%) of participants has been found on fairly low stress. Moderate stress has been found on (27.8%) of participants. Severe stress has been found on (11.1%) of participants and (5.6%) of participants has been found on potentially dangerous category. The overall finding for this research is moderate stress have been found on

(27.5%) of participants severe stress have been found on (8.3%) of participants and (1.7%) of participants have been found on potentially dangerous category.

Association between religions and workplace stress scale examined by fisher exact test. The association was not significant ($p>0.05$).

Table 4.7 Association between residential area and stress level among administrative employees

Variable		Calm	Fairly low	Moderate stress	Severe stress	Potentially dangerous	P value
Residential area	Urban	30.9%	31.9%	24.5%	10.6%	2.1%	.305
	Rural	34.6%	26.9%	38.5%	0.0%	0.0%	
	Total	31.7%	30.8%	27.5%	8.3%	1.7%	

In this study among 120 participants residential area was divided into two categories. In terms of urban area (30.9%) of participant was found in relatively calm. (31.9%) of participants has been found on fairly stress. Model testis has been found on (24.5%) of participants. Severe stress was found on (10.6%) of participants and (2.1%) is participants has been found on potentially dangerous category. In terms of rural area (34.6%) of participant has been found on relatively calm. (26.9%) of participants found in fairly low stress. Moderate stress or found on (38.5%) of participants and no participants found in severe stress and potentially dangerous category. The overall finding for this research is moderate stress have been found on (27.5%) of participants severe stress have been found on (8.3%) of participants and (1.7%) of participants have been found on potentially dangerous category.

Association between religions and workplace stress scale examined by fisher exact test.

The association was not significant ($p>0.05$).

CHAPTER V: DISCUSSION

The Marlin Company claims that workplace stress is a widespread problem among employees and that it can have a negative impact on both the wellbeing of the individual and the organization. The Workplace Stress Scale was created by the Marlin Company to measure many aspects of stress at work, such as job demands, control, support, and connections with coworkers and superiors. Participants respond to a series of questions on the scale using statements that range from "strongly disagree" to "strongly agree."

The federal institution in charge of conducting research and formulating suggestions for preventing occupational illnesses and accidents is the National Institute for Occupational Safety and Health (NIOSH). In contrast to the Occupational Safety and Health Administration (OSHA), a regulatory body housed in the U.S. Department of Labor, NIOSH is a division of the U.S. Department of Health and Human Services.(National Institute for Occupational Safety and Health)

Employees frequently struggle with Occupational Stress. More than two-thirds of workers feel work-related stress, and 40% of them said their job was very or extremely stressful, according to the American Psychological Association (United States Department of labor) In the month preceding the study, 79% of employees who participated in the APA's 2021 Work and Well-being study of 1,501 American adults reported feeling stressed at work.(United States Department of labor) The second-leading factor in work-related health issues, after musculoskeletal illnesses, according to the World Health Organization (WHO), is occupational stress. Among the factors that contribute to workplace stress include inadequate work processes, poor work designs, poor management, uncomfortable working environments, and a lack of support

from coworkers and managers. Employee health and work performance can be negatively impacted by stress.(The American Institute of Stress)

The general profile of participants was collected using pre designed information sheet. This includes their name and job positions. This data was collected from the Human Resource Department of CRP- Savar branch. Information of participants regarding the stress faced at workplace was collected using The Workplace Stress Scale by the Marlin Company, North Haven, CT, and the American Institute of Stress, Yonkers, NY (2001). Data collected was presented in the form of descriptive statistics that is frequency and percentage where percentage showed at the left of the bar chart and frequency with score.

The distribution of participants according to the Workplace Stress Scale score is shown in a bar chart. One of the participants fits the description of being possibly harmful. The majority of participants (27.5%) report experiencing moderately stressed. 8.3% of respondents report being severely stressed. (32.8%), or tranquil, is the overall proportion of individuals who reported not feeling stressed. And 30.8% of all participants are in the relatively low category.

According to the South African study's findings, organizational stress and intention to leave are significantly positively correlated ($r=0.203$; $p=0.0178$). It demonstrates that workers who experience workplace stress have greater turnover intentions. As a result, the research hypothesis is supported and the null hypothesis is rejected.(Soltan et al., 2020)

Noor and Maad (2008) found in their study that as a person's level of stress rises, they are more likely to leave their demanding employment and look for new jobs in the same or a different industry. Findings identified intention to leave as a work outcome of job

stress in a number of research looking at the connection between organizational stress and intention to quit. It was clarified that the perception of a difficult work environment favors employees' decisions to actually leave their organization and that job-related stress better explains an intention to depart than the resignation itself. (Nakeeya, 2018)

Overall, the study found that 27.5% of participants reported moderate stress, 8.3% reported severe stress, and 1.7% reported potentially dangerous stress. The study also examined the association between age range and workplace stress level using the chi-square test. However, the results indicated that the association was not significant ($p>0.05$). The study's findings suggest that workplace stress affects individuals across all age ranges, with moderate stress being the most common category. The lack of a significant association between age range and workplace stress level may indicate that age is not a significant factor in determining stress levels in the workplace. The findings of this study that examined the relationship between gender and workplace stress levels among 120 participants. The participants were categorized into male and female groups, and their stress levels were evaluated using the Workplace Stress Scale. The study also examined the association between gender and workplace stress level using the chi-square test. However, the results indicated that the association was not significant ($p>0.05$), suggesting that gender may not be a significant factor in determining workplace stress levels.

Overall, the findings of this study suggest that workplace stress affects both male and female participants, with moderate stress being the most common category. While the prevalence of severe stress and potentially dangerous stress may differ between male and female participants, the association between gender and workplace stress level was not significant.

the association between religion and workplace stress levels. The findings indicate that

participants who identified as Islam religious were found to have relatively calm and fairly low stress levels, while moderate stress was prevalent among them. On the other hand, participants who identified as Hindu religious were more likely to be in the relatively calm category, while moderate stress was common among them. Christian religious participants were also found to have moderate stress levels, and few participants experienced severe stress. Overall, moderate stress was found to be prevalent in the study sample, followed by severe stress and potentially dangerous stress levels. However, no significant association was found between religion and workplace stress levels.

The results showed that 30.6% of participants in the good category reported relatively calm, and 66.7% of participants in the Very Good category were relatively calm. Furthermore, moderate stress was found in 27.5% of participants, severe stress in 8.3%, and potentially dangerous stress in 1.7% of participants. The chi-square test found no significant association between working environment and workplace stress scale ($p>0.05$). Overall, this study suggests that a significant proportion of employees experience moderate to severe workplace stress, and the study highlights the need for employers to focus on reducing stress in the workplace to improve employee well-being and productivity.

Also, this study looked at the relationship between working environment and job positions with workplace stress among 120 participants. The results showed that the moderate stress category was the most common among participants, with 27.5% of participants experiencing it. Furthermore, the association between working environment or job positions and workplace stress was not significant. Therefore, the study concludes that workplace stress is not significantly associated with working environment or job positions.

The results of this study showed that the level of workplace stress varies among different branches of the CRP. The CRP Savar had the highest percentage of participants in the relatively calm category, while CRP Ganakbari had the highest percentage of participants in the fairly low stress category. However, the association between working branch and workplace stress scale was not significant, suggesting that other factors may be contributing to workplace stress levels among the participants. Overall, moderate stress was found in 27.5% of participants, severe stress in 8.3% of participants, and 1.7% of participants were found to be in the potentially dangerous category.

The study divided working hours into two categories and found that participants working for 8 hours had a higher percentage in moderate stress while those working for 9 hours had a higher percentage in severe stress. However, the association between working hours and workplace stress was not significant. Overall, moderate stress was found in 27.5% of participants, severe stress in 8.3%, and potentially dangerous stress in 1.7% of participants.

The study divided the residential area of the 120 participants into two categories, urban and rural areas. In urban areas, 30.9% of participants were found to be relatively calm, while 31.9% were found to have fairly high stress. In rural areas, 34.6% of participants were relatively calm, and 26.9% were found to have fairly low stress. The association between residential area and workplace stress scale was examined using a chi-square test, but the result was not significant. The overall finding of the study was that 27.5% of participants had moderate stress, 8.3% had severe stress, and 1.7% were in the potentially dangerous category.

CHAPTER VI: CONCLUSION

6.1 Strength of the study

The topic of occupational stress among administrative employees is an important and timely issue that affects many individuals in the workplace. The study provides level of Occupational stress which is s representative sample of the population of interest of CRP. Some key strength of this study are:

- ❑ The study utilized face-to-face interviews as a data collection method, which allows for direct interaction between the interviewer and participants, enhancing the quality of information gathered.
- ❑ A field test of the questionnaire was conducted before the main study. This helped identify potential issues or ambiguities in the questionnaire and allowed for necessary adjustments to improve its clarity and effectiveness.
- ❑ The questionnaire underwent linguistic validation, ensuring it was linguistically and culturally appropriate for the target population. This process enhances the validity and reliability of the questionnaire.
- ❑ Descriptive analysis was employed to summarize and present the collected data meaningfully. This analysis allows for the exploration of frequencies and percentages within the dataset.
- ❑ The study also employed a test of association between sociodemographic variables. This analysis helps to identify any significant relationships or associations between different sociodemographic factors, providing valuable insights into the factors that may influence the study outcomes.

6.2 Limitations of the study

- ❑ The study's sample size may be relatively small, potentially limiting the generalizability of the results to broader population groups.
- ❑ The study lacks consideration of cultural differences in how stress is perceived and experienced, potentially impacting the validity of the findings. However, the scale used in the study was understandable in the context of Bangladesh.
- ❑ This study is cross-sectional, measuring stress at a single point in time, thus preventing an examination of long-term effects or intervention impacts on stress.
- ❑ High workload is identified as a common source of stress, leading to feelings of overwhelm and a lack of control, based on previous research.
- ❑ The study only examined a specific sample from one center, as it was difficult and costly to conduct research on a representative sample of all administrative employees of CRP (Center for the Rehabilitation of the Paralyzed) within the given time frame.
- ❑ No updated database of employees was available from the Human Resource Department of CRP.

6.3 Practice implication

Recommendation for future practice and research

1. Future research should concentrate on other areas, such as rural areas, and compare its findings to current studies to determine the degree of occupational stress.
2. To find a better result, additional research must be conducted with a wide range of samples.

3. To learn what kinds of coping techniques are employed to reduce occupational stress, more research may be done.
4. It may be necessary to construct an intervention-based study to address the source of occupational stress.

6.4 Conclusion

In the conclusion part of this study, it provides a comprehensive summary of the research findings and presents recommendations for future research and practical implications. The study aimed to explore the level of stress and sociodemographic factors contributing to occupational stress among administrative employees. The study found the level of occupational stress among administrative employees. It also revealed that occupational stress has a significant negative impact on sociodemographic variables such as age range, gender, religion, working environment, working branch, working hours, job position, residential area etc. To address the issue of occupational stress among administrative employees, the study recommends the implementation of organizational policies and programs that promote work-life balance, employee empowerment, and positive work relationships. The study also suggests the need for further research to explore the effectiveness of various interventions in reducing occupational stress and improving employee well-being. Overall, the conclusion part of the study provides a useful summary of the research findings and offers valuable insights for organizations seeking to manage occupational stress among administrative employees. The study highlights the importance of addressing work-related factors that contribute to occupational stress and underscores the need for organizations to prioritize employee well-being to improve job satisfaction and productivity. In summary, the conclusion section of the study presents a succinct overview of the research outcomes and provides essential recommendations for organizations to mitigate occupational

stress among administrative employees. The study underscores the importance of prioritizing employee well-being to enhance job satisfaction and productivity, emphasizing the need for organizations to implement policies and programs promoting work-life balance and employee empowerment.

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APPENDICES

Appendix A: Approval letter



বাংলাদেশ হেল্থ প্রফেশন ইনস্টিটিউট (বিএইচপিআই)
Bangladesh Health Professions Institute (BHPI)
(The Academic Institute of CRP)

Ref: Date:

CRP/BHPI/IRB/09/22/632 28th September, 2022

Pritom Ghosh
4th Year B.Sc. in Occupational Therapy
Session: 2017-18, Student ID: 122170270
BHPI, CRP, Savar, Dhaka-1343.

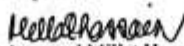
Subject: Approval of the thesis proposal 'Occupational stress among the administrative employees in Centre for The Rehabilitation of the Paralysed at Dhaka city'.

Dear Pritom Ghosh,
Congratulations.
The Institutional Review Board (IRB) of BHPI has reviewed and discussed your application to conduct the above-mentioned dissertation, with yourself, as the principal investigator and Nayan Kumer Chanda as thesis supervisor. The Following documents have been reviewed and approved:

Sr. No.	Name of the Documents
1	Thesis Proposal
2	Questionnaire
3	Information sheet & consent form.

The purpose of the study is to identify the Occupational stress among the administrative employees in Centre for The Rehabilitation of the Paralysed at Dhaka city. The study involves use of The Workplace Stress Scale to identify the level of Occupational stress that may take approximately 20 minutes to fill in the questionnaire and there is no likelihood of any harm to the participants. The members of the Ethics committee have approved the study to be conducted in the presented form at the meeting held at 8.30 AM on 27th August, 2022. at BHPI (32nd IRB Meeting).

The institutional Ethics committee expects to be informed about the progress of the study, any changes occurring in the course of the study, any revision in the protocol and patient information or informed consent and ask to be provided a copy of the final report. This Ethics committee is working accordance to Nuremberg Code 1947, World Medical Association Declaration of Helsinki, 1964 - 2013 and other applicable regulation.

Best regards,

Muhammad Millat Hossain
Associate Professor, Dept. of Rehabilitation Science
Member Secretary, Institutional Review Board (IRB)
BHPI, CRP, Savar, Dhaka-1343, Bangladesh

পিত্তাধিপ-চাপাইন, সাভার, ঢাকা-১৩৪৩, বাংলাদেশ। ফোন: +৮৮ ০২ ২২৪৪৫৪৬৪-৫, +৮৮ ০২ ২২৪৪৫৪৬৪-৫, মোবাইল: +৮৮ ০১৭০০ ০৫৯৬৪৭
CRP-Chapain, Savar, Dhaka-1343, Bangladesh. Tel: +88 02 224445464-5, +88 02 224441404, Mobile: +88 01730059647
E-mail: principal-bhpi@crp-bangladesh.org. Web: bhpi.edu.bd

Appendix B: Permission Letter

16th November, 2022

The Executive Director
Centre for the Rehabilitation of the Paralyzed
CRP, Chapain, Savar, Dhaka-1343.

Subject: Prayer for seeking permission for collecting the data to conduct my undergraduate research.

Dear Sir,

With due respect and humble submission to state that I am Pritom Ghosh, student of 4th year, B.Sc. in Occupational Therapy at Bangladesh Health Professions Institute (BHPI); the academic institute of Centre for the Rehabilitation of the Paralyzed (CRP). This course is affiliated by Faculty of Medicine, University of Dhaka. As a part of my course curriculum, I need to conduct my 4th year research as the part of fulfillment of the requirements for the degree of B.Sc. in Occupational Therapy.

The title of my research is "Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralyzed in Dhaka city." The aim of the study is to identify the level of Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralyzed in Dhaka city. Investigator will keep the data confidential. I am sincerely seeking permission for collecting the data from CRP- Savar, CRP-Mirpur and CRP- Ganakbari branch. Institutional Review Board (IRB) permission letter is attached in the application for your kind consideration.

I, therefore, pray and hope that you would be kind enough to grant my application and give me permission of collecting the data and oblige thereby.

Sincerely Yours,

Pritom Ghosh

Pritom Ghosh

Roll: 20

Session: 2017-2018

4th year, B.Sc. in Occupational Therapy,
Bangladesh Health Professions Institute (BHPI)
CRP, Chapain, Savar, Dhaka-1343.

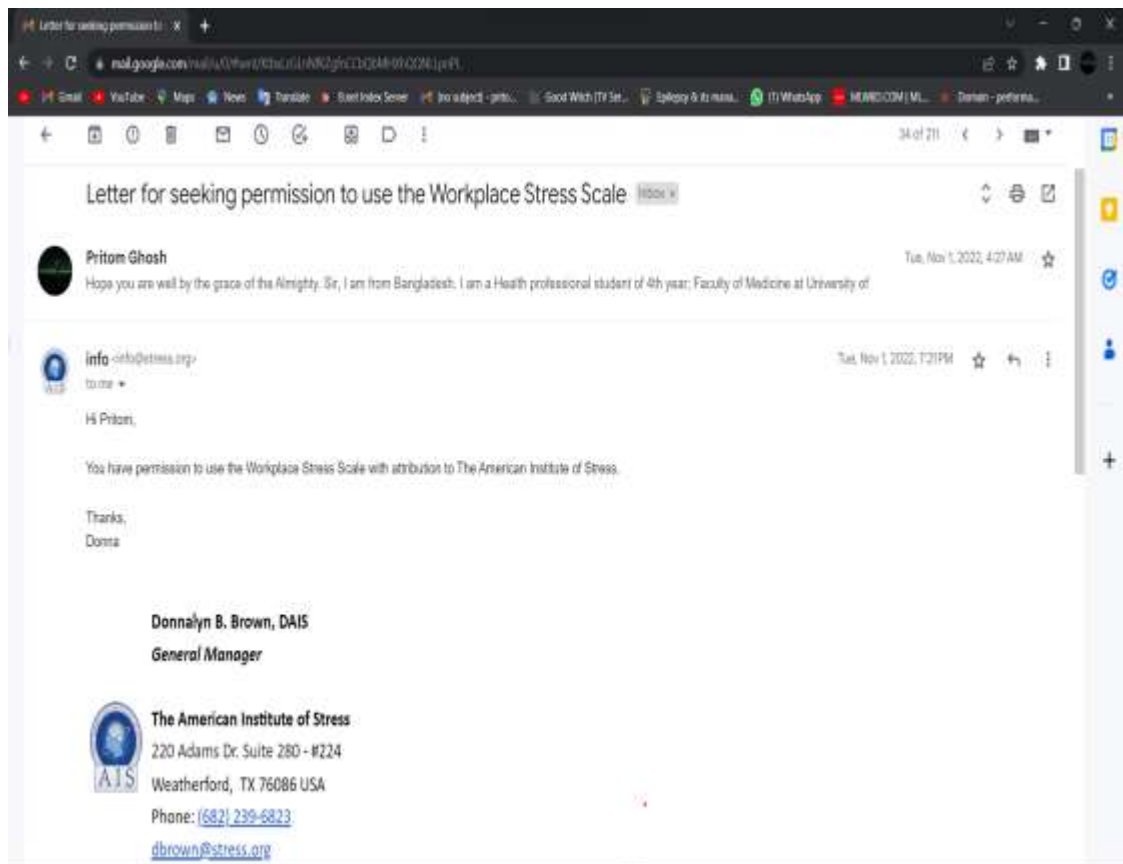
*Forwarded for your kind consideration
and permission for data collection
to conduct his research.*

Sk. Muzed
16/11/2022
Sk. Moniruzzaman
Associate Professor & Head
Dept. of Occupational Therapy
BHPI, CRP, Savar, Dhaka-1343

Approved!
Muzed

Dr. Mohammad Sohab Hossain
Executive Director, CRP

Appendix C: Permission of Workplace Stress Scale from Marlin Company.



Appendix D: Information Sheet and consent form



Bangladesh Health Professions Institute

(BHPI) Department of Occupational Therapy

CRP- Chapain, Savar, Dhaka-1343. Tel: 02-7745464-5,7741404, Fax: 02-774506

Code no.:

Information sheet

Title: “Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralysed in Dhaka city.”

Investigator: Pritom Ghosh, 4th year student of B.Sc. in Occupational Therapy, Session: 2017- 2018, Bangladesh Health Professions Institute (BHPI), CRP- Savar, Dhaka-1343.

Supervisor: Nayan Kumer Chanda, Assistant Professor, Dept. of Occupational Therapy, BHPI, CRP, Chapain, Savar, Dhaka-1343.

Place of Research: The study will be conducted in Savar and Dhaka.

Introduction

I am Pritom Ghosh, under Medicine faculty of Dhaka University I am continuing my 4th year (session 2017-2018) B.Sc. in Occupational Therapy of Bangladesh Health Professions Institute (BHPI). A thesis work is being conduct under thesis supervisor, Nayan Kumer Chanda. By this information sheet investigator presented detailed information about the study purpose, data collection process, ethical issues. If you are interested to participate in this study, then clear information about the study help you to easily make decision. If this consent form contains some words that you do not understand, please ask me to stop. I will take time to explain. Information about the study participants will kept confidential and the aim of the study will be informed to the participants. If you cannot understand any part of the investigation, Investigator will help you to understand.

Research background and objectives:

The general purpose of the study is to identify the level of Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralyzed in Dhaka city. You are being invited to be a part of this research because in Bangladesh, there are no research on Occupational stress among the administrative employees. Therefore, I am interested to know more about this area. Your information will be helpful to reveal the level of Occupational Stress through your voluntary participation in this study.

Let's know about the topic related to participation in this research work

Before signing the consent form, the details of managing the research project will be presented to you in detail through this participation note. If you want to participate in this study, you will have to sign the consent. If you ensure the participant, copy of your consent will be given to you. Your participation in this research project is voluntary.

The benefits and risk of participation:

By participating in this study, you may not have any direct benefit. But there is an expectation that, finding from the study will be helpful for the profession and professionals. It will be expected that there is no risk in this study. Information for this study will be collected without hampering the everyday activities and co-relation with other colleagues.

Confidentialities of information

By signing this consent, you are allowing the research staff to study this research project to collect and use your personal information, such as name, address, and contact number. Any information gathered for this research project, which can identify you, will be confidential. The information collected about you will be able to access this information directly. Symbolic ways identified data will be used for the next data analysis. Information sheets will be kept into a locked answer. Electronic version of data will be collected in BHPI's Occupational therapy department and researcher's personal laptop. In any publication and presentation, the information will be provided in such a way that it will remain confidential.

Information about promotional result:

It is expected that the results of this research project will be published and presented in different forums like various social media, websites, conferences, discussion and reviewed journals.

Source of funding to manage research:

The cost of this research will be spent entirely by researchers own funds.

Information about withdrawal from participation

Despite your consent, you can withdraw your participation before the data analysis.

We encourage you to inform the reason. But if you do not wish to let us know, please mention it on the withdrawal paper.

Contact address with the researcher:

If you have any questions, you can ask me now or later. If you wish to ask questions later, you may contact the investigator Pritom Ghosh, Bachelor Science in Occupational Therapy, Department of Occupational Therapy by using this e-mail: Pritom.ot21@gmail.com contact number: +8801719607711.

Consent Form

This research is a part of study of Occupational Therapy department and researcher name is Pritam Ghosh. A fourth-year student of B. Sc in Occupational Therapy Department at Bangladesh Health Professions Institute and the title of his research is to “Occupational Stress among the Administrative Employees of Centre for the Rehabilitation of the Paralysed in Dhaka city”

As a participant in this study and I clearly understood this questionnaire. I may withdraw my participation at any time prior to the incorporation of this research data. Therefore, I will not be obliged to answer to anyone. I understand that I will not suffer any harm as a result of participating in this study. The interview data used in this study will be completely confidential and my name and identity will not be revealed.

I will consult with the investigator of this study to answer any questions about the study's methodology, complications, or results. I am aware of all the above information and consent to participate in this study.

Participant’s signature

Date.....

Investigator’s signature.....

Date.....

সম্মতিপত্র

এই গবেষণাটি অকুপেশনাল থেরাপি বিভাগের অধ্যয়নের একটি অংশ এবং গবেষক এর নাম প্রীতম ঘোষ। বাংলাদেশ হেলথ প্রফেশন্স ইন্সটিটিউট এ বি.এস.সি ইন অকুপেশনাল থেরাপি বিভাগের চতুর্থ বর্ষের অধ্যয়নরত একজন ছাত্র এবং তার গবেষণার শিরোনাম ঢাকা শহরের পক্ষাঘাতগ্রস্থদের পুনর্বাসন কেন্দ্রের প্রাতিষ্ঠানিক কর্মচারীদের পেশাগত চাপের মাত্রা নির্ণয় করা।

এই গবেষণায় একজন অংশগ্রহণকারী এবং আমি এই প্রশ্নপত্র পরিষ্কারভাবে বুঝতে পেরেছি। আমি এই গবেষণা তথ্য অধিভুক্ত করার আগে যে কোন সময় আমার অংশগ্রহণ প্রত্যাহার করতে পারি। এইজন্য আমি কারো কাছে জবাব দিতে বাধ্য থাকব না। আমি অবগত হয়েছি যে, এই গবেষণার অংশগ্রহণ করার ফলে আমি কোন ধরনের ক্ষতির সম্মুখীন হব না। এই গবেষণায় সাক্ষাৎকার এর যে সকল তথ্যগুলো গবেষণার কাজে ব্যবহৃত হবে, সেগুলো সম্পূর্ণভাবে গোপনীয় থাকবে এবং আমার নাম ও পরিচয় প্রকাশ করা হবে না।

আমি গবেষণার পদ্ধতি, জটিলতা বা ফলের ব্যাপারে যেকোনো প্রশ্নের উত্তর প্রদানের জন্য এই গবেষণার তত্ত্বাবধায়ক সাথে আলোচনা করতে পারব। আমি উপরোক্ত সকল তথ্য সম্পর্কে জানি এবং এই গবেষণায় অংশগ্রহণের সম্মতি জানাচ্ছি।

অংশগ্রহণকারীর স্বাক্ষর

তারিখ.....

গবেষকের স্বাক্ষর

তারিখ.....

Appendix E: Questionnaire

Sociodemographic Information

Name:	Age:	Sex: Male / Female
Religion:		Address:
Job Position:		Working Condition:
Duration of working time(hours):		Working Branch:
Living Area: Urban/Rural		Contact Number:

The Workplace Stress Scale

Directions: Thinking about your current job, how often does each of the following statements describe how you feel?

	Never	Rarely	Sometimes	Often	Very Often
A. Conditions at work are unpleasant or sometimes even unsafe.	1	2	3	4	5
B. I feel that my job is negatively affecting my physical or emotional well-being.	1	2	3	4	5
C. I have too much work to do and/or too many unreasonable deadlines.	1	2	3	4	5
D. I find it difficult to express my opinions or feelings about my job conditions to my superiors.	1	2	3	4	5
E. I feel that job pressures interfere with my family or personal life.	1	2	3	4	5
F. I have adequate control or input over my work duties.	5	4	3	2	1
G. I receive appropriate recognition or rewards for good performance.	5	4	3	2	1
H. I am able to utilize my skills and talents to the fullest extent at work.	5	4	3	2	1

জনসংখ্যা সংক্রান্ত তথ্য

নামঃ	বয়সঃ	লিঙ্গঃ পুরুষ/ মহিলা
ধর্মঃ	ঠিকানাঃ	
মোবাইল নাম্বারঃ	কাজের পরিবেশঃ	
চাকুরির পদঃ	প্রতিদিন কাজের সময় (ঘণ্টায়):	
কর্মরত শাখার নামঃ	বাসস্থানের এলাকাঃ শহর/ গ্রামীণ	

পেশাগত চাপের স্কেল

আপনার বর্তমান চাকুরির পরিস্থিতি চিন্তা করে নিচের প্রতিটি বিবৃতি সম্পর্কে আপনি কি অনুভব করেন তা টিক দিয়ে পূরণ করুন।

	কখনোই না	খুবই কম	মাঝে-মাঝে	প্রায়শই	খুব প্রায়শই
১। কর্মক্ষেত্রে আমার অবস্থা অস্বস্তিকর বা এমনকি কখনও কখনও অনিরাপদ।	১	২	৩	৪	৫
২। আমার মনে হয় আমার চাকরি নেতিবাচকভাবে আমার শারীরিক এবং মানসিক সুস্থতাকে প্রভাবিত করেছে।	১	২	৩	৪	৫
৩। আমার অনেক কাজ করতে হয় এবং / অথবা অনেক বেশি অযৌক্তিক সময়সীমার মধ্যে কাজ করতে হয়।	১	২	৩	৪	৫
৪। উর্ধ্বতন কর্মকর্তাদের কাছে চাকরি সম্পর্কিত মতামত বা অনুভূতি প্রকাশে অসুবিধা বোধ করি।	১	২	৩	৪	৫
৫। আমার মনে হয় পেশাগত চাপ আমার পরিবার বা ব্যক্তিগত জীবনে হস্তক্ষেপ করে।	১	২	৩	৪	৫
৬। কাজের দায়িত্বের প্রতি আমার পর্যাপ্ত নিয়ন্ত্রণ বা মনোনিবেশ আছে।	৫	৪	৩	২	১
৭। আমি ভালো কর্মক্ষমতার জন্য উপযুক্ত স্বীকৃতি বা পুরস্কার পাই।	৫	৪	৩	২	১
৮। আমি কর্মক্ষেত্রে আমার দক্ষতা এবং প্রতিভা পূর্ণমাত্রায় ব্যবহার করতে সক্ষম।	৫	৪	৩	২	১