

**Identifying the role of HR professionals in managing
the work-related stress among the Indian nurses
working in Ireland from the Indian nurse's
perspective.**

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Abstract

The stress level of Indian nurses in Ireland is not well investigated so, the purpose of this study is to identify the role of HR professionals in managing the work-related stress among the Indian nurses working in Ireland from the Indian nurse's perspective. There are three research objectives within the study they are, to Identify the stress level of Indian nurses working in Ireland, to investigate the causes for the work- related stress among Indian nurses working in Ireland and to identify how the HR professionals manage the work-related stress among Indian nurses from the Indian nurse's perspective.

The research was conducted by using a mixed method. A quantitative survey was used to identify the work-related stress level of Indian nurse while, a qualitative semi structured interview was used to identify the causes of stress among the Indian nurses and to identify the role of HR in managing the stress of Indian nurses from the Indian nurse's perspective. After the survey the data was analysed using SPSS version 28 and the data got from the interview was analysed using thematic approach.

It was found that almost 40% of samples of Indian nurses have only low level of stress while 8.57% of sample have potentially dangerous stress. The main themes identified under the research objective two are workload, co-worker and employment condition while, themes identified under the third research objectives are support from HR, training, appreciation and recognition.

From the finding its evident that Indian nurses have work-related stress among them and the HR play a key role in managing the stress of Indian nurses.

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Chapter-1: Introduction

Semmer defines stress as a reaction emerges on the people when certain sorts of job demand abilities which don't fit their skills and expertise, or when work pressures are too much for them to bear (Semmer et al.,2015). The Health and Safety Authority defines work related stress as, “when a person interprets their work environment in such a way that they experience feelings of helplessness. It can be brought on by either perceived or real demands in the workplace, such as deadlines, threats, or concerns” (HAS,2017). Stress has long been considered a normal and expected element of the job of health-care workers (McCarthy et al., 2010). According to Swapna (2021) nursing has been recognised as a profession with high level of stress because of the manual labour, working hours, staffing and interpersonal interaction that are important to the work of nurses. The creation of appropriate stress management techniques will result in a healthier way of working for nurses thereby make them capable of giving a better-quality caring (Zupiria et al., 2007).

1.1 The problem to be addressed

However, since the 1985, nurses' work stress has been on the rise, owing to increased use of technology, continued increases in health-care expenses, and disruption in the workplace (Jennings, 2008). The standard of nursing in Ireland has been developed in last few years and this development resulted in an increase in stress level among nurses in Ireland (McCarthy et al., 2010). In Ireland, there are more than 6000 Indian nurses registered. This equates to roughly 9% of the total number of nurses employed in Ireland (The Irish Times, 2018). The stress can result in negative physical, social and psychological effects on the nurses (The Irish Nurses Organisation, 1993) and their performance will be affected by stress thereby, affect the safety of the patients. HR manager must recognize that employees' mental health is a critical component of running a department successfully while enhancing productivity and revenues (Cam et al., 2020). If the HR professionals did not consider the physical and mental stress of employees, it will result in serious effects to nurses thereby the patients.

1.2 The worthiness of this research

Limited studies have been done on workplace stress in nurses in Ireland (McCarthy et al., 2010), and there are no studies about the stress of Indian nurses in the Ireland so, the current research is necessary due to the scarcity of research. If the HR managers did not consider the physical and mental stress of employees, it will result in serious effects. Human resource professionals are critical in the creation of stress management methods in order to promote the interactive internal flow of information and create a balanced organizational personnel structure (Cam et al., 2020). If nurses are stressed, their performance suffers, which can affect their patients' safety. As a result, it's important to look at the phenomena of stress in the Indian nursing community in Ireland and to help raise awareness about it. And it is necessary to identify the role of HR professional in managing the stress of Indian nurses, since there is no research regarding the stress management of Indian nurses in the Ireland.

1.3 The structure of the research

Chapter 1 of this report present the problem which is to be addressed and the worthiness of this study. The next chapter is a literature review section, which will discuss the previous studies regarding the stress of nurses, reasons for stress, effects of stress and the role of the HR professionals in managing the stress of nurses. The next section will discuss the research aim and objectives. The following section will discuss the methods available for author to conduct the research and the methods in which the author executed the research. The next section will discuss the results and findings of this research and the following section will present the discussion regarding the results and limitation of this work. The last sections will discuss the conclusion of this work and moreover the recommendation for the further studies.

Chapter- 2: Literature Review

To better inform the study issue, this part will evaluate and examine significant literature and academic publications relating to work related stress of nurses, overview of nursing industry in Ireland, reasons for work related stress of nurses, and effects of stress on nurses. There will also be a focus on relevant literature relating to the role of Human Resource (HR) professionals in managing the stress and this section will end with a summary.

2.1 Stress and work-related stress

According to HSA (2022) stress is a broad term that refers to people's unpleasant reactions to components of their environment as they see them. As a result, stress is a reaction to a stimulus that incorporates a sense of helplessness. Each of us perceives, interprets, copes with, and reacts to the world in our own unique way, but a stress reaction is an uncomfortable anxiety condition. Cam et al., (2020) highlighted the classification of stress which includes acute stress (which is the common type of stress and it occurs only for short term), episodic acute stress (it is a type of stress which occurs to the people who took too much responsibility) and chronic stress (it is considered as most harmful stress which will affect both physical and mental health). The occupational stress is the detrimental physical and emotional responses that arise when a worker's resources, capabilities, and needs do not match the job's expectations Funmilola et al., (2019). When an employee finds it too difficult to cope with work demands and stresses, the work-related stress is triggered. According to Bloisi et al., (2007) there are four important stressors which affect the employees at the work, they are poor working condition, responsibility for others, underutilization of employees and confusing job roles. Stress isn't always regarded as a bad thing. According to Yerkes et al., (1908) little stress causes under stimulation, resulting in sensations such as boredom, exhaustion, annoyance, and discontent. As stress levels rise, an ideal stimulation level is reached, marked by creativity, rational problem solving, development, change, and a general sense of well-being. If the stress increased above a limit employees get over-stimulated and results in irrational problem solving, tiredness, disease, low self-esteem, and a slew of other negative consequences are all possibilities (Yerkes et al., 1908).

2.2 Nursing industry in Ireland

Irish nurses are known for being among the most hardworking in the world. They work longer hours per week compared with nurses in many other countries. Irish nurses, for example, work 6.5 hours more per month than nurses in Canada and the United Kingdom, and 5 hours more than nurses in Australia (Sinnfein, 2018). According to INMO (2019) the scarcity of nurses in Ireland is still a genuine and concerning issue for both the health service and the workforce. Whole-time Equivalent (WTE) for nursing and midwifery is currently 37,843. With increased activity and demands on our public health care during the subsequent years, this is 1,157 Whole-time Equivalent less than the before the December 2007 amount. In Ireland, there are more than 6000 Indian nurses registered. This equates to roughly 9% of the total number of nurses employed in Ireland (The Irish Times, 2018). For the staff nurse grade, the HSE nursing turnover rate is 7.3 percent. This is higher than the national average of 6.4 percent. This percentage was 2.9 percent in 2014. In 2017, 3,343 people left the nursing profession (INMO, 2019).

2.3 Work related stress in nurses

According to Swapna (2021) nursing has been recognised as a profession with high level of stress because of the manual labour, working hours, staffing and interpersonal interaction that are important to the work of nurses. Funmilola et al., (2019) identified nursing as a stressful profession and it also highlighted the factors for stress for nursing which includes excessive workload, fewer nurses to care for numerous patients, shift work, overtime, covering for absent co-workers. Nursing is a job that necessitates a lot of energy on multiple levels. Physically, the job can be challenging, resulting in a lot of aches and pains due to high levels of muscular-skeletal tension. Nurses have a deeper relationship with patients than any other member of the healthcare team, and they are critical to the successful operation of any hospital. Because of the enormous amount of work that nurses have to deal with, stress is a big source of concern for many nurses at work (Ogundipe et al.,2015). Nurses must be mentally aware when performing medication calculations and responding to vital questions from patients and family. Emotionally, the impact is felt when they empathize and assist others, as well as the toll of working in a painful and unhappy setting. Nurses are always dissatisfied with their salaries, fringe perks, and personal policies or restrictions, which increases their perceived stress levels.

Working with challenging patients, nurses' attitudes about death and dying, interpersonal problems, patient pain management, and the presence of family members all add to stress of nurses moreover, factors such as inadequate skill discretions, high job expectations, low supervisory assistance, and organizational circumstances, among other things, have all been linked to occupational stress (Funmilola et al., 2019).

According to (McCarthy et al., 2010), perceived stress of nurses in Ireland varies across different occupational areas within the same institution. Workplace characteristics such as demand and support play a role in stress perception. Job control was not determined to be a significant factor. The situation for Irish nurses and midwives on the front lines has deteriorated substantially in recent years. Situations have deteriorated, working hours have increased, the workplace has gotten more stressful, and a particularly acute element is that nursing and midwifery has become an exceedingly high-risk career in terms of violence and physical attack (Sinnfein, 2018). There are roughly 9% Indian nurses employed in Ireland (The Irish Times, 2018). Swapna (2021) found the stress level of sample of Indian nurses who are working in an hospital in India using a work place stress scale created by The Marline Company and American Institute of Stress and her work identified that 15% of her sample nurses have severe stress, 50% of sample have moderate stress and 26.67% of sample have mild stress. There is no significant relation between stress and both, age of nurses and department which nurses are working, but there is a significant relation between stress and both, salary of nurses and year of experience of nurses (Swapna, 2021).

2.4 Causes of nurse's work-related stress

There are different causes for nurse's work-related stress. The main causes of stress are given below after reviewing some of previous literatures regarding the stress of nurses.

Workload

The amount of work that a person undertakes is referred to as their workload (Samuel et al., 2021). Death and dying patients' situations, as well as excessive workloads, are important stressors for nurses in India (Samuel et al., 2021). Multiple demands exerted on nursing employees by medical and administrative staff contribute to work overload. According to studies, nurses may experience inter-role conflict and role ambiguity as a result of these two lines of authority (INO, 1993). Organizational structures and human resource availability are

also important causative elements in workload, and it is reasonable to conclude that more nurses are needed to lower workload (Myny et al., 2012). Work overload has also been linked to the nurse-to-patient ratio, nurses having insufficient time to complete their tasks, and resource scarcity and rationing (McGrath et al., 1989).

Shift work

Shift work is required in the nursing profession in order to ensure continuity of care to patients. Shift work has been demonstrated to have serious health consequences. As a result of the circadian rhythm being disrupted, physiological symptoms such as weariness, loss of appetite, sleep disturbances, and gastro-intestinal issues develop (Rutenfrantz, et al., 1981). Nurses who work beyond an 8-hour shift are more likely to make medication errors, have trouble staying awake, and fall asleep during the day (Scott et al., 2007). Gastrointestinal problems, musculoskeletal problems, and sleep disturbances are the other problem arises from shift working. The most job-related stress was reported by rotating shift nurses, who were followed by afternoon, day, and night shift nurses (Coffey et al., 1988).

Working environment

According to Manyisa (2015), it is the environment in which an individual does his work, and it includes all physical and psychological aspects and conditions that influence that activity. The unfavourable hospital atmosphere poses a physical and mental hazard to nurses' health. Workplace stress is exacerbated by bad physical working conditions, overcrowding, noise, suffocating ventilation, air pollution, inadequate lighting, poor ergonomics, and inflexible hours (Samuel et al., 2021). Difficult co-workers induce stress and make work settings miserable (Yu et al., 2021). Workplace stress is frequently linked to a poor working environment, according to Beh, et al., (2012). Cramped work spaces, noisy and heated regions, foul-smelling sections and corridors, as well as danger-prone situations and physical strain, are typical examples.

Type of hospital and hospital unit

According to INO (1993) the work -related stress among the public nurses are more than that of the nurses in the private. Nurses on the medical unit reported the highest levels of stress, while those on the hospice unit reported the lowest levels of stress. This shows that structural differences between the units may be relevant in accounting for disparities in stress levels (INO, 1993). On the grounds that high tech nurses are more inherent stresses than conventional

nurses, nurses working in the Intensive Care Unit, Critical Care Unit, and terminally sick unit have more stress compared to the nurses working in all other units (Ganster, et al., 2010).

Social support

The main social support-related causes of nurses' work stress include a lack of superior support, a non-satisfying supervisor relationship, a difficult co-worker, and a challenging subordinate relationship (Samuel et al., 2021). The findings show that when supervision and monitoring practices result in an environment that allows for open expression of views and joint problem solving, staff are more satisfied and perform better. This, in turn, reduces role conflict ambiguity and stress, increases job satisfaction, and lowers absenteeism among nursing staff (INO, 1993).

2.5 Effects of work-related stress on nurses

Individual effect

Among the most extensively recognized impacts of stress on nurses are psychological manifestations of stress. The person who faces stress may face headaches, less sex drive, stomach ache, high blood pressure, anger, anxiety, depression, burnout etc (Cam et al., 2020). Nurses' experiences of occupational stress were found to be strongly connected with depression levels (Kasl et al., 1987). Occupational stress has been related to a variety of physiological symptoms, including coronary heart disease, hypertension, and elevated cholesterol levels, in addition to poor mental health and psychosomatic disorders.

Organisational effect

Stress can cause decrease in work performance, lower productivity and increase the turnover of employees in the organisation. Lower productivity can lead to greater employee conflict, recruitment and retention issues, burnout, absenteeism, lawsuits, quick turnover, and poor work satisfaction (Funmilola et al., 2019).

Financial effect

Occupational stress has been found to cost health-care systems a significant amount of money. Staff disagreements, health-care consumption, recruitment and retention issues, burnout, absenteeism, litigation, and quick turnover all contribute to a lack of productivity (Azagba, et al., 2011). According to Cam et al., (2020) employers and organizations are negatively affected

by stress in two ways: directly through increased absenteeism, reduced output, higher expenses, and lost profitability, and indirectly through variables such as lower employee morale. The World Health Organization (2002) estimates that stress and stress-related illnesses cost businesses more than \$150 billion every year.

2.6 Role of HR professionals in managing the stress

According to Smith (2014) HR professionals are responsible for overseeing the efficiency of stress resolving methods and for providing training to managers to assess and managing stress of employees. HR professionals are also responsible for providing continuous support for managers in managing stress and to provide counselling to employees. Overworked and under-supported employees can have a negative impact on patient care, which HR professionals must be aware of. Safe staffing legislation, which would require hospitals to keep nurse-to-patient ratios within safe norms, is now being pushed across the country. Stress management training and a variety of support services for employees can be effective ways to reduce stress. (Tyler et al., 2006). A variety of training courses are offered to help employees improve their time management, communication skills, assertiveness, and problem-solving abilities. Employees' achievement and active performance against stress and coping with it improve as a result of these exercises (Michie,2002). Even though HR professionals have an important role in the stress management, they still face some challenges which include difficulty in identifying source of stress, doubts regarding the handling of stress, managing conflicts and lastly difficulty in considering all the suggestions from employees regarding the stress issue (Greeshma et al., 2018).

Balaji (2014) identified the roles and responsibilities of HR professional in the stress management they are given below.

- Determine the type of stress associated with the work place
- Recognize the factors that contribute to job stress.
- Engaging with employees and know what solutions they prefer to prevent the stress
- Create effective stress management policies
- Interact with employees about stress issues, as well as raise their understanding of working methods and other connected issues.

- Do well in management standards to evaluate the amount of stress and potential solutions to the present situation.
- Communicate with other department in the organisation in creating and applying the solutions.
- Collaborate with management to identify and assist stressed employees as soon as possible.
- Create long-term policies that will benefit employees' well-being and health.

2.7 Summary of literature review

It is evident from the literature review that nursing is a stressful job and the main causes for the work-related stress of nurses are excessive workload, lack of social support, undesirable working condition, shift work, type of hospital and hospital unit. The effect of work-related stress on nurses will be individual, organisational and financial. If the HR managers did not consider the physical and mental stress of employees, it will result in serious effects. Human resource professionals are critical in the creation of stress management methods in order to promote the interactive internal flow of information and create a balanced organizational personnel structure. From the literature review it is evident that there are studies regarding the stress of nurses but there are little researches in the area of stress of nurses in the Ireland particularly Indian nurses in the Ireland. This study will assess the stress level of the Indian nurses in Ireland using appropriate stress scale and identify the role of HR professionals in managing the work-related stress of Indian nurses through appropriate methods.

Chapter- 3: Research aim and objectives

Research objectives are specific declarations of what you want to accomplish with your study. They are particular actions that you will take, and they will serve as milestones in your investigation. The research goal focuses what has to be accomplished within the boundaries of the research by the end of the research process.

3.1 Research aim

The research aim is to identify the role of HR professionals in managing the work-related stress among the Indian nurses working in Ireland from the Indian nurse's perspective.

3.2 Research objectives

Objective 1- To Identify the stress level of Indian nurses working in Ireland.

Objective 2- To investigate the causes for the work- related stress among Indian nurses working in Ireland.

Objective 3- To Identify how the HR professionals manage the work-related stress among Indian nurses from the Indian nurse's perspective.

Chapter- 4: Methodology

Research methodology contains a large number of research techniques that are applied in a methodical manner. Methodology is actually a guide to research for how the research should be carried out. It gives a brief description and idea of the procedures and help the researcher to identify the limitations and resources, make clarifications on their assumptions and implications, and links their potential to the transitional zone at the frontier of expertise. The systematic, theoretical analysis of the procedures used in a field of research is known as methodology. It entails a theoretical examination of a corpus of techniques and concepts related with a field of study. Methodology usually contains terms like paradigm, theoretical model, stages, and quantitative and qualitative methodologies (Irny et al., 2005). Quantitative and qualitative research techniques are the most common in social sciences and humanities research methodology.

4.1 Research strategies

The three common research methodologies are qualitative, quantitative and mixed methods. Instead of being considered as polar opposites or contradiction, qualitative and quantitative techniques should be viewed as distinct ends of a continuum (Newman et al., 1998).

Quantitative research

One of the most popular methods for conducting social research is the quantitative approach. Quantitative approaches aim to quantify data and generalize findings from a sample of the target population (Stuart et al.,2011). When employing a quantitative approach, the researcher is solely reliant on the data acquired to inform study conclusions. With this in mind, the approach is completely unbiased. The objective of the qualitative approach is to collect factual data and draw conclusions based on it. This study uses a quantitative survey involves a questionnaire containing socio demographic questions and a Work Place Stress Scale with scalable answers. Survey research can provide a quantifiable or numeric description of a demographic's trends, views, or opinions by looking into a sample of that demographic. It includes cross-sectional and longitudinal studies that use questionnaires or structured interviews to collect data with the purpose of generalizing from a sample to a population. (Babbie, 1990). This study used the quantitative approach to quantify the data related to stress of Indian nurses in Ireland

Qualitative research

Qualitative research's idea is to identify the reasons and intentions for participant's doings, moreover, the qualitative research wants to identify the participants perceptions of their own life events and the world surrounding them. (Stuart et al.,2011). Qualitative research entails looking into and understanding the importance that groups or individuals place on a social or human issue. In qualitative research, the researcher tries to learn more about the participant's values, beliefs, feelings, and rituals in order to investigate and understand their behaviour (Nachmias et al.,1996). This study uses a semi- structured interview for getting information from participants. The distinction between a structured and semi-structured interview technique is that the author can ask the subject a set of questions but then probe them based on their responses. The advantage of interviews is that the semi-structured technique encourages participants to express their own thoughts and opinions; nevertheless, the procedure might take a long time for the researcher to complete, and not all participants will be open during the process, thereby limiting the research (Creswell, 2016).

Mixed method

Mixed-methods research is a research approach that involves gathering, analysing, interpreting, and reporting both qualitative and quantitative data while incorporating different methods to address research questions in an acceptable and principled manner (Bryman, 2012). This research uses both qualitative and quantitative approach. To achieve the first research objective, that is, to identify the stress level of Indian nurses in Ireland, this study uses a quantitative survey involves a questionnaire containing a work place stress scale created by The Marline Company and American Institute of Stress with scalable answers. To achieve the second and third research objective, that is, to Identify how the HR professionals manage the work-related stress among Indian nurses from the Indian nurse's perspective and to identify the causes of stress, this study uses a semi structured interview to gather information from Indian nurses in Ireland.

4.2 Reason for choosing mixed method research

Researchers can use the mixed method technique to improve the knowledge about their own research. The mixed method allows the researcher to do both quantitative and qualitative and help them to achieve a detailed knowledge from the results obtained from the group of people

(Dawadi et al.,2021). Initially the researcher what to use only qualitative approach but in-order to achieve both the objective the researcher wants to use a mixed method.

4.3 Research design and tools for this study

This study uses an online quantitative survey involves a questionnaire containing some socio demographic questions and a Work Place Stress Scale created by the Marline Company and American Institute of Stress with scalable answers to access the stress level of Indian nurses in Ireland. Swapna (2021) used Work Place Stress Scale to access the stress level of Indian nurses in four private hospitals in Kerala while, Soltan et al., (2020) used Work Place Stress Scale to access the stress level of oncologist in an Egyptian hospital and Jadhav et al., (2018) used the Work Place Stress Scale for accessing the work place stress among 18 – 45 years old patients admitted with myocardial infraction in an Indian hospital. It is a quick test and it has eight statements that the participant can rate on a scale of "never" to "very often." The stress score is interpreted differently depending on the overall score, which ranges from 15 to 40 (Appendix 3). The mean stress level of Indian nurses working in Ireland is identified using this questionnaire and SPSS version 28.

To Identify how the HR professionals manage the work-related stress among Indian nurses from the Indian nurse's perspective and to identify the causes of work- related stress of Indian nurses, that is, to achieve the second and third research objective, this research used a semi structured interview. Zeinolabedini et al, (2021) used a semi structured interview to access the occupational stress of Iranian health care workers after the changes in the health system while Moczko et al, (2016) used the semi structured interview for finding the stressors of final year medical students in a hospital in Germany. Because the interview has a flexible structure, the researcher can prod or encourage the interviewee if they want additional information or find what they're saying fascinating. There is total three questions asked to participants and they are given below.

- Do you feel stressed at work? If, yes what are the reasons for your stress?
- Do you believe that HR professionals have a role in managing stress of Indian Nurses in Ireland, If, yes please explain why is it?
- Could you explain, what could the HR professionals do to manage the stress among the Indian Nurses in Ireland?

First question was asked for identifying whether the participant have work- related stress or not and last two questions were asked for identifying the role of HR professionals in managing the work-related stress of Indian nurses in Ireland.

4.4 Participants

The online survey was done randomly, while the participants for the semi structured interview were 3 clinical nurses, one training and support nurse and one assistant director of nursing. The criteria for the sample of Indian nurses, which this study have used are given below.

- The sample will include qualified nurses, clinical nurse managers, assistant director of nursing and director of nursing of the nursing home, who are working in Ireland.
- The participants should be an Indian or originally from India.
- The age of the nurses should be between 21 to 50.
- The participant should complete minimum of 6 month in the same nursing home or same hospital in Ireland.
- Those who are experiencing stress as a result of another physiological ailment or who are under the treatment of stress will be not considered in the sample (Swapna, 2021).

4.5 Procedure

The online questionnaire containing socio demographic questions and Work Place Stress Scale (Appendix -1) was forwarded in to the Indian community groups in WhatsApp and responses were noted. For the semi structured interviews, 5 participants including 4 clinical nurses and one assistant director of nursing who fulfilled the research criteria were selected randomly from 5 different company. Participants were provided with a consent form (Appendix -2) for taking interviews and these consent forms were collected before the Interviews. The interviews were taken in a single day between 8pm to 10 pm. The interviews were done through the telephone for the easiness of the participants and each interview last for 5 to 10 minutes and all these interviews were recorded while calling with the permission of the participants. The participants were cooperative and answered the questions enthusiastically and freely. After the interview all the five interview transcripts were typed into a report format.

4.6 Data Collection

Primary data is the data which is directly obtained from the researchers own research, which is more genuine data (Kabir, 2016). Secondary data is obtained from resources which has been already published. That is, anybody else collects it for some other reason but being utilized by the investigator for another purpose (Kabir, 2016). The primary data used in this research was collected using a semi structured interview and quantitative survey which involves a questionnaire containing socio demographic questions and a Work Place Stress Scale with scalable answers. This survey was forwarded to different Indian community WhatsApp group and the results was recorded. and by using. The data from the survey was recorded and all the five interviews were recorded using telephone and transferred to researcher's laptop and placed in a private folder for the security. The researcher used academic journals, text books, articles and websites as secondary research data in this study.

4.7 Data Analysis

The data recorded from the quantitative online survey was processed in SPSS version 28 and the mean stress score was identified. The data got from the semi structured interviews were recorded using telephone and transcripts were typed into a report format. To analyse the data got from semi structured interview, this research used a thematic approach. The main aim of the thematic approach is to find relevant themes related to an issue or topic, in order to address that issue or topic. Thematic analysis not only simply summarize the data but also it analyses the data and makes meaning from the collected data. (Clarke et al, 2013). According to Braun et al, (2006) there are six phases for thematic analysis. The first phase is to become familiar with the data received then create codes. Coding reduces lots of data into small chunks of meaning (Maguire et al,2017). The next phases are looking for a theme, reviewing the themes, defining the themes and write-up (Braun et al, 2006).

4.8 Ethical Consideration

The online survey has a paragraph related to consent at the top of the survey. Participants have the choice to participate in the survey. Anonymity is not identifying respondents' ethnic or cultural backgrounds, not referring to them by their names, and not disclosing any other

sensitive information about a participant (Mugenda, 2011). The questionnaire didn't need any information regarding the identity, so the identity of the participants will be safe, moreover the survey didn't collect the email id and IP address of the participants. For the semi structured interview participants were provided with a consent form (Appendix -2) for taking interviews and these consent forms were collected before the Interviews. The interviews are recorded using the phone with the consent of participants. After the interview, all the recordings were transferred to a private folder in the researcher laptop. The recordings in the phone were deleted after transferring to the laptop. The private folder will be deleted after the grading purpose.

Chapter- 5: Research analysis and findings

Aim of this chapter is to present the data acquired from the online survey and semi structured interview by using tables, diagrams and by quoting the conversation of participants during the semi structured interview.

5.1 Findings from the survey

The survey was conducted to achieve the first research objective that is, to identify the stress level of Indian nurses working in Ireland. The link of the survey was forwarded to Indian community WhatsApp groups and the response was recorded. Almost 37 responses were recorded, but among the 37 responses 2 of the responses were from the person who didn't meet the criteria, so only 35 responses are valid. The stress score is interpreted differently depending on the overall score, which ranges from 15 to 40 (Appendix 3). If the stress score is equal to 15 or less than 15 then the participant will be calm and he/she doesn't have stress. If the stress score is 16 to 20 then the participant has a fairly low stress. The participants having a stress score from 21 to 25 have a moderate stress while, the participants having a score from 26 to 30 have severe stress. At last, if the score is 31 to 40 then the participants have a potentially dangerous stress (Appendix 3). The stress score achieved by the participants of survey is explained below using a descriptive statistic of work-related stress.

Work-related stress score	Number of respondents	Percentage of sample
Total stress score of 15 or below (No stress)	6	17.14
Total stress score 16 to 20 (Fairly low stress)	14	40
Total stress score 21 to 25 (Moderate stress)	7	20
Total stress score 26 to 30 (Severe stress)	5	14.28
Total stress score 31 to 40 (Potentially dangerous stress)	3	8.57

Table 1. Descriptive statistics of work-related stress

N	Valid	35
	Missing	0
Mean		20.5714
Median		19.0000
Mode		16.00

Table 2 Mean, Median and Mode of stress scores of participants

The mean work-related stress score was calculated using SPSS version 28. From the descriptive statistics and mean stress score, it is evident that the majority of the Indian nurses working in Ireland having less work-related stress, while there are almost 8.57 percentage of participants have a potentially dangerous stress, these people should seek professional assistance or seek another job. By the survey result, the first research objective to Identify the stress level of Indian nurses working in Ireland is achieved.

5.2 Findings from the semi structured interview

5 participants including 3 clinical nurses, one training and support nurse and an assistant director of nurse were interviewed and data was recorded in the phone. To analyse the data got from semi structured interview, this research used a thematic approach. The interview transcripts were typed into a report format and the data was familiarized and different themes were created and reviewed.

5.2.1 Themes identified under the second research objective

The second research objective is to investigate the causes for the work- related stress among Indian nurses working in Ireland. After the interview themes related to research objective 2 was identified, that is, the causes for the work-related stress in Indian nurses in Ireland. And they are given below

Employment conditions

Most of the participants said that the new employment conditions which is differ from their home working condition create stress in them. The employment condition in the India is different from the Ireland, so the participants faced stress initially while they came to Ireland.

“When I initially joined Ireland, I was working under a lot of stress, because the working situation in India, comparing to Ireland was totally different. first time I was in a nursing home setting. Also, it was stressful. And then the environment, working environment itself was different. So, it was just stressful” Participant 1.

The participant 1 said working style in a nursing home is different from the hospital settings in India and it cause her work-related stress.

“The working style as a nurse itself was different from the hospital settings where I was working before. So that definitely was a stressful situation” Participant 1.

The participant 2 said coping with the new working situation cause her stress.

“As we are from India, Indian nurses when they came here, they don’t know about the situation here or the type of the work here so, it’s very hard to them to cope with the situation here cope with the new country cope with the new working situation, cope with new hospital schedule or policy all these make the stressful” Participant 2,

Participant 4 felt that the difference in the working style in Ireland from Indian causes the stress in Indian nurses.

“The system here is entirely different from anywhere, the way you get the registration, the way you work in a hospital, you know everything is different” Participant 4

Lastly the participant 5 commented that the doubt regarding the new work place settings will cause the stress.

“Indian nurses who comes to Ireland will be new to the work settings in the Ireland hospitals or nursing homes, so they may have lot of doubts regarding their work and these doubts cause them stress while working” Participant 5.

Co-workers

Majority of the participants believe that co-workers can cause work related stress among them. And most of the participants prefer the team work for the easiness of the work.

“The other thing is the co-workers, if the co- workers are not well to work or if they are not communicating very well or if they are not working as a team. It would be it would be really stressful to work with that team” Participant 2.

Participant 3 believes the skills of the co-worker have an impact on the work-related stress among the nurses.

“The next reason will be the skill level of nurses we are working with, as we all know, in hospital We all work as a team, so the main reason for stress is the person who work with us is not working as a team. If they're not working as a team it will impact on the other staff. So, I think the skill level is the main reason for the stress” Participant 3.

The participant 5 commented that the laziness or irresponsibility of a worker can cause difficulties in other workers and make them stressful

“If the co-workers didn't do their duties completely, it will add stress among other people who are working with them. Incomplete duties of one worker will add to other's duties and make them stressful” Participant 5

Workload

Some of the participants commented that the over workload due to the staff shortage as a main reason for their stress at work. While the participant 2 said about the over workload due to the critical situation occurring on the hospital settings.

“Some Days When we reach there, we usually get six patients there, but some days some patients condition will be critical. So, we want to spend more time to them so it will be hard for us to equalize our time for like not very manageable to equalize time for all the six patients. like we want to spend more time to this single patient and our work would be pending So we would be stressed, that the kind of stress we would feel” Participant 2.

The workload due to the shortage and turnover of nurses causes work-related stress among the participant 3.

“There are different reasons actually. So, the main problem in our workplace is shortage of nurses. We are really stuck with the turnover of the staff. I think the shortage of nurses are the main issues of the stress” Participant 3.

Participant 4 believes the covid and shortage of nurses cause work-related stress

” Sometimes it can be stressful, you know, because currently the covid and all the staff shortages and increased Covid cases makes stress in the work” Participant 4.

5.2.2 Themes identified under the third research objective

The third research objective is to identify how the HR professionals manage the work-related stress among Indian nurses from the Indian nurse's perspective. Themes related to research objective 3 was identified, that is, the way in which the HR professionals manage the work-related stress among Indian nurses in Ireland. And they are given below

Support from HR

The support from HR like making the new staffs comfortable and helping them contact the family during these Covid situation are some points commented by the participants.

“They need to feel home so that HR have to give a proper induction and orientation, to the staff, who is coming in. If it is one person, or it's a group of people, still HR induction and orientation is very much important, the role of the HR comes in that when somebody comes into it. They need to make the staff comfortable. So, for that proper orientation and induction is Needed. And the rechecking of the staff whether they are comfortable. So, the HR has a major role” Participant 1

Participant 1 believe the HR can relieve the stress of new Indian nurses by helping them to contacting the family or by providing any other sort of help.

“And initially. I know, I know that they used to bring the family in four to five months, but at the moment I know due to the Covid situations really difficult. So, the HR have the major role if they need to contact the family, if they have any difficulty in contacting the family or anything of that sort HR should be there. So, once they feel home, they will be comfortable. So that is another stressful situation” Participant 1.

Participant -4 commented, helping the new Indian nurses to get their paper works done will help them to relieve their work-related stress

“There is lot of things to do like they have to get their Garda Card renewal, they have to get PPS number, they have to find the accommodation, they have to get a bank account and they have to know about the new hospital policies, procedures and practices. The HR who is the one who dealing all these things. And they can help them, you know, by informing them properly and that helps them to alleviate their stress and fear to some extent” Participant 4.

According to Participant 5 the HR should try to identify the issues of the staffs, so they can reduce the stress among the nurses.

“The HR should make sure that the staffs are comfortable and they should ask each staff about their issues during a weekly meeting or something. If the HR can find the issues related to staffs, then he can help them to reduce their stress” Participant 5.

Training

Most of the participants believe training from the HR can help the Indian nurses to reduce their stress. The participant 1 commented that the proper training should be provided to the Indian nurses because the work environment in Ireland is different from India.

“Not only talking to the staff, but also, HR have to make sure that the staff is getting proper training, all the new nurses coming from other country. And also elect, especially from India. Also need proper training because as I explained before, working situation is totally different from the previous working style. So, they need a proper training, retraining is needed and then HR need to check with the staff” Participant 1.

If the Indian staffs doesn't know what to do in the work, it results in the stress among them.

“So even if a staff needs extra training out of three people, maybe one need an extra training for that also HR needs to identify and then because, the staff is stressed because maybe they don't know how to do it or they don't know how to manage the situation for again that the training needed again or the staff who need to feel” Participant 1.

Participant 2 believe the training related to the rules, regulation and policies regarding the hospital help the newly arrived Indian nurses to relieve their stress.

“When, they come here for the first time, so it's the HR managers duty to make them to walk out from the all their distress by providing them good training. And make them confident with all these things. That's the HR's work to do all these. So that the nurses who came here for the first-time work properly. I was here for four years. So, for us, obviously they trained us with the different policies and the changing policies, changing rules and regulations in the hospital, that makes us relieved all the time” Participant 2.

“HR should provide stress coping training to Indian nurses, since they are new to this country, they may face difficulties in the work. So, this training will help them to reduce their stress”
Participant 5.

Recognition and appreciation

Majority of the participants believe that both recognition and appreciation from the HR department can help the staffs to improve their mood and to overcome their work-related stress.

The participant 2 commented that simple compensation from the HR can lift their mood and help them to cope up with their stress.

“They like to have some compensation. Anything, simple things like appreciation letter or any type of appreciation. We are, getting from the HR management. That will be so helpful to relieve the stress”. Participant 2

Participant 3 said the proper recognition of the capabilities of the Indian nurses will help them to relieve the stress

“Some of them continued their studies while in Ireland, there are people who do MSC, PHD and everything. So, they all has to be properly recognised because they have lot capabilities with them”.

“If the HR provide the Indian nurses some appreciation regarding their contribution, which will lift their confidence and help them to forget their stress” Participant 5.

Chapter- 6: Discussion and limitation

6.1 Discussion

This research identified 3 main themes under the second research objective, that is, the causes of work-related stress of Indian nurses and they are, employment condition, co-worker and work load. The themes identified under the research objective three, that is, the way in which the HR professionals manage the work-related stress among Indian nurses in Ireland and they are support from HR, training, recognition and appreciation.

From the semi structured interview, it was found that employment condition is the one of the main causes for the work-related stress for the Indian nurses. The participant said that the working condition in the Ireland is different from the Indian working condition. The policies, rules, hospital infrastructure, working situation and everything is different in Ireland, so this causes work-related stress among the Indian nurses in Ireland. This finding supports the studies Cervantes et al., (1991) and Beh, et al., (2012) which discuss the role of foreign and bad working condition in creating the work-related stress in the literature review.

The majority of participants believe that increase in the work load due to staff shortage results in work-related stress to them. Due to Covid situation and staff shortage the Indian nurses get stuck because of huge work load and this resulted in stress among them. This finding supports the studies Samuel et al., (2021) and INO, (1993) in the literature review, which discuss the effect of excessive workload in creating the stress among the nurses, moreover this finding matched with the Myny et al., (2012), which discussed the effect of human resource availability on the workload.

The other reason which was identified for the work- related stress among Indian nurses are co-workers, the most of the participants believe that the attitude of the co- workers play a key role in the stress level of other workers. The skill level and the lazy irresponsibility attitude of co-worker can induce stress among the Indian nurses. This finding match with the study of Yu et al., (2021), which discuss the effect of difficult co-workers in inducing stress among the other workers.

This study identified three main themes which is under the third research objective, that is, identify how the HR professionals manage the work-related stress among Indian nurses from

the Indian nurse's perspective. All the participants believe that HR play a key role in the management of Indian nurses' work-related stress. From the interview it was found that support from HR play a key role in the stress management of Indian nurses. Participants believe the help of HR in contacting family, help in doing paper works like bank account, Garda card makes the Indian nurses more comfortable. This finding supports the study of Smith (2014) in the literature review, which discussed the support of HR in managing the stress of employees.

The majority of participants believed that training help them to reduce the work-related stress among them. This finding matched with the studies Tyler et al., (2006) and Michie, (2002), which identified the needs of stress coping training in managing the stress.

The recognition and appreciation are the last thing, which, most of the participants commented for the management of stress in Indian nurses. They believe small appreciations and recognition of their capabilities help them to build confidence and help them to cope up with the work-related stress. This finding is not familiar in other studies related to stress among nurses.

6.2 Limitations of this research

The sample size of male nurses was small compared to the female nurses, because male nurses make up just under 8 per cent of all registered nurses in the Ireland (Jenna, 2015). The responses of nurses who is in sick leave and holiday will be difficult. The interpretation of this research will be limited by the small sample size of nurses. The researcher first decided to do this study in a nursing home having more than 20 Indian nurses but, the nursing home rejected my request to do this research there due to the company policy, so this study research has been restricted by the amount of time required to collect data, analyse it and interpret it. The qualitative research approach takes a long time to complete, especially when collecting, gathering, and sorting data. Each piece of data must be analysed carefully and subjectively to avoid misleading conclusions and incorrect results. The themes identified were in less number because of the small number of participants. Researcher approached almost 10 Indian nurses for the interview purpose but, only 5 agreed to do interview. These are the main limitations of this research.

Chapter -7: Conclusion and recommendation

7.1 Conclusion

The occupational stress is the detrimental physical and emotional responses that arise when a worker's resources, capabilities, and needs do not match the job's expectations Funmilola et al., (2019). Limited studies have been done on workplace stress in nurses in Ireland (McCarthy et al., 2010), and there are no studies about the stress of Indian nurses in the Ireland so, the current research will be helpful for the researchers who are working on stress among Indian nurses in Ireland. This research had 3 research objectives. The first research objective was achieved through the quantitative survey and by processing the survey data in SPSS version 28. It is found from the result that almost 40 percentage of Indian nurses have fairly low level of work-related stress, but almost 8.57 percentage of participant have a potentially dangerous stress. The mean stress score of Indian nurses was found using SPSS version 28.

Through the semi structured interviews, the both second and third research objectives are achieved. The main causes of the stress of Indian nurses in Ireland are identified through the thematic approach. The main themes identified were workload, co-workers and employment conditions. The themes that identified were matched with the previous literature discussed in the literature review section.

This study identified three main themes which is under the third research objective, that is, identify how the HR professionals manage the work-related stress among Indian nurses from the Indian nurse's perspective. The themes identified were support from HR, training, recognition and appreciation. From the finding its evident that Indian nurses have work-related stress among them and the HR play a key role in managing the stress of Indian nurses.

7.2 Opportunity for the future research

Since one of the limitations of this research is small number of sample size so, the future research can make more informative by using a wide range of samples. There are gaps open for more future qualitative and quantitative research because the relationship between the variables (like age, gender, salary, wards) with work-related stress of Indian nurses is not

identified in this research, so the future research can consider these things. More themes can be identified with a large number of interviews for the future research.

7.3 CIPD recommendations and cost consideration

- 1) It is evident from the research results that, main cause for the Indian nurses working in the Ireland is the employment condition. To eliminate this the HSE can provide one- or two-day training for all the Indian nurses who are coming newly to Ireland hospitals or nursing homes to familiarise them about the systems, laws and procedures in the Ireland hospital or nursing home system.

Cost consideration – There are almost 750 Indian are coming to Ireland each year according to The Irish Times (2018). If the HSE spent 100 euro for each nurse it will be 75000 euro per year needed for the training of Indian nurses.

- 2) The other issue that causes the stress among the Indian nurses is the workload due to staff shortage. To eliminate this the HSE have to recruit more nurses from other countries.

Cost consideration – To recruit more nurses the HSE have to allocate more money than previous since because of the Covid situation. The HSE allocated 10 million euro for recruiting 1000 nurses in Ireland in 2018 according to Independent.ie (2018). So, at the moment the need of the nurses is doubled because of the Covid situation, so the HSE have to allocate more than 10 million euro to recruit more nurses.

7.4 Personal learning for researcher

The researcher found this study very challenging from start to end. Good grade obtained from the research proposal submission gave more confidence to researcher to do this study. I chose this topic because I am from India and I have some Indian nurse friends here so, I want to investigate the stress among them. I felt very enthusiastic while accessing the stress level of Indian nurses by using the Work Place Stress Scale. This research improves my knowledge in both qualitative and quantitative approaches. Since I am using the quantitative approach for the first time, I was so excited to find the numerical associated with this research. For this research

the researcher used the SPSS software for the first time. This research helps me to learn the basics of SPSS software for the data analysis. Researcher got stuck when a nursing home in Ireland denied the permission to do the survey because of the company policy issues but, my supervisor helped me to find an alternative way to conduct the survey. Researcher found very hard while converting all the interviews in to the word format because of the large amount of time and concentration for that process. The other thing in which the researcher found difficulty was the difficulty in getting desired number of participants for both survey and interview. Overall, this study helps me to learn more about the nursing industry of the Ireland and made me to learn new things for the completion of this study.

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Appendices

Appendix -1

SURVEY QUESTIONS

THE WORKPLACE STRESS SCALE BY THE MARLIN COMPANY AND THE AMERICAN INSTITUTE OF STRESS

CONSENT INFORMATION

It is entirely up to you whether or not you participate in this research project. You have the option of not taking part. You may withdraw from this research survey at any moment if you choose to do so. Your replies will be kept private, and we will not gather any personally identifiable information from you, such as your name, email address, or IP address. The findings of this study will only be utilized for academic purposes. Please contact me at email id: josephmathew882@gmail.com if you have any queries concerning the research study.

Section 1

THIS SECTION CONSISTS SOME SOCIO DEMOGRAPHIC QUESTIONS

1) What is your gender?

- Male
- Female
- Prefer not to say

2) Are you working as a qualified nurse or clinical nurse manager or assistant director of nursing or director of nursing in Ireland?

- Yes
- No

3) Are you originally from India?

- Yes
- No

4) Are you aged between 20 and 50?

- Yes
- No

5) Did you complete 6 months in Ireland for your work?

- Yes
- No

6) Are you experiencing any stress as a result of any physiological ailment?

- Yes
- No

7) Are you under the treatment of stress?

- Yes
- No

Section 2

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

1) Conditions at work are unpleasant or sometimes even unsafe

- Rarely
- Sometimes
- Often
- Very Often

2) I feel that my job is negatively affecting my physical or emotional well being

- Rarely
- Sometimes
- Often
- Very Often

3) I have too much work to do and / or too many unreasonable deadlines.

- Rarely
- Sometimes
- Often
- Very Often

4) I find it difficult to express my opinions or feelings about my job conditions to my

superiors.

- Rarely
- Sometimes
- Often
- Very Often

5) I feel that job pressures interfere with my family or personal life.

- Rarely
- Sometimes
- Often
- Very Often

6) I have adequate control or input over my work duties

- Rarely
- Sometimes
- Often
- Very Often

7) I receive appropriate recognition or rewards for good performance.

- Rarely
- Sometimes
- Often
- Very Often

8) I am able to utilize my skills and talents to the fullest extent at work

- Rarely
- Sometimes
- Often
- Very Often

Appendix 2

Consent form

Consent to take part in research

- I..... voluntarily agree to participate in this research study.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I understand that I can withdraw permission to use data from my interview within two weeks after the interview, in which case the material will be deleted.
- I have had the purpose and nature of the study explained to me in writing and I have had the opportunity to ask questions about the study.
- I understand that participation involves outline briefly in simple terms what participation in your research will involve.
- I understand that I will not benefit directly from participating in this research.
- I agree to my interview being audio-recorded.
- I understand that all information I provide for this study will be treated confidentially.
- I understand that in any report on the results of this research my identity will remain anonymous.
- This will be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of people I speak about.
- I understand that disguised extracts from my interview may be quoted in list all forum in which you plan to use the data from the interview: dissertation, conference presentation, published papers etc. I understand that if I inform the researcher that I or someone else is at risk of harm they may have to report this to the relevant authorities - they will discuss this with me first but may be required to report with or without my permission.
- I understand that signed consent forms and original audio recordings will be retained in [specify location, security arrangements and who has access to data] until [specific relevant period – for students this will be until the exam board confirms the results of their dissertation]
- I understand that a transcript of my interview in which all identifying information has been removed will be retained for specific relevant period [for students this will be two years from the date of the exam board.]
- I understand that under freedom of information legislation I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the people involved in the research to seek further clarification and information. Names, degrees, affiliations and contact details of researchers (and academic supervisors when relevant)

Appendix -3

The Workplace Stress Scale

Take this quiz The Workplace Stress Scale™

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and the American Institute of Stress, Yonkers, NY

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

To get your score, add the numbers you answered to all of the eight questions and see how you compare.

Interpreting Workplace Stress Scale™ scores

Total score of 15 or lower (33% of us are in this category): Chilled out and relatively calm. Stress isn't much of an issue.

Total score 16 to 20 (35%): Fairly low. Coping should be a breeze, but you probably have a tough day now and then. Still, count your blessings.

Total score 21-25 (21%): Moderate stress. Some things about your job are likely to be pretty stressful, but probably not much more than most people experience and are able to cope with. Concentrate on seeing what can be done to reduce items with the worst scores.

Total score 26-30 (9%): Severe. You may still be able to cope, but life at work can sometimes be miserable. Several of your scores are probably extreme. You could be in the wrong job, or even in the right job but at the wrong time, and might benefit from counseling.

Total score 31- 40 (2%): Stress level is potentially dangerous – the more so the higher your score. You should seek professional assistance, especially if you feel your health is affected, or you might need to consider a job change.

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