

# COMPARE THE OCCUPATIONAL STRESS LEVELS AMONG STAFF NURSES IN GOVT. GENERAL HOSPITAL AND PRIVATE SECTOR IN INDEPENDENT UNIVERSITY HOSPITAL

Rukhsana Kousar, Scholar BScN (Post RN), Independent College of Nursing, Faisalabad.

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## ABSTRACT

Occupational stress has turned into an extraordinary issue since years back. This outcome has turned into attention among healthcare organizations as the majority of these feel the stress while working keeping in mind the end targets and to get the greatest yield with excessive quality. The objective of this research is to study the work behavior and style among the nurses, to study the job-related stress among nurses and to compare the job stress level among nurses in public and private sector. The purpose of this study is to compare level of stress in the nurses of private hospital and Government hospital. This research was conducted by using the questionnaire instrument. To conduct this research a brief questionnaire was developed which was based on close ended questions. Pilot testing of four doctor's panel was also employed for the collection of data. A brief survey and interviewing method was used for the collection of data. Questionnaire was consisted on different questions and using the Five Likert Scale. In addition, ANOVA was applied to compare the responses of private and public sector. The results showed that level of stress among nurse's is increasing day by day, and in government hospitals, nurses were founded more stressed as compared to the private hospitals. In government hospitals, patients are in great numbers, but in private hospitals, they are less in numbers. Private hospital environment is more effective and suitable than the government hospitals. These are the reasons why nurses are more stressed in government hospitals.

**Keywords:** Occupational Stress, Stress, Work environment, Nurses, Public and Private Hospitals

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## Correspondence Address

**Rukhsana Kousar**  
Scholar BScN (Post RN),  
Independent College of  
Nursing, Faisalabad.

## INTRODUCTION

As indicated by (Bryant et al, 2013), occupational stress, for the most part, portrayed as creating when there is a distinction between physiological needs in a work environment or an association and inability to manage the demands. Stress can be delegated a one of a kind circumstance where an individual meets the opportunity, demands or anything that is connected to what individuals needs and when the outcomes can be both either equivocal or noteworthy (Robbins and Judge, 2013). Stress is excessively all inclusive. It can be great; however, in the meantime, it can be opposite. Occupational stressors that were looked in a low level deliver under strain and this causes us to persuade ourselves to perform better. Be that as it may, on the off chance that we

feel the weight always, our brain and body will respond in an unexpected way. It is essential to know your stress level keeping in mind the end goal to control it. Stressors are the things on how we respond our condition which can be delegated specialist or jolt that causes stress, the under-strain sentiments. As per (Nordqvist, 2014), the more stressors we experience will bring about increment of stress feeling. As per Nad (2009), the nursing call is known to be stressful all through the world and has inconvenient outcomes on the physical and mental health of a person which incorporates candidly and physically health issues.

The idea of stress can be depicted from various points. Generally, its definitions fall into three

primary classes: boost based, reaction based, and interactional definitions. Jolt based definitions are gotten from the building point of view and are identified with the material science of the flexibility of substances. Selye (1975) offered a reaction-based meaning of stress: a living being's response to a given boost. Selye portrayed this response through the idea of general adjustment disorder (GAS). GAS sees boosts as stressors, and when a living being is animated by a stressor, a stress response happens (Selye, 1975). A standout amongst the most broadly utilized interactional meanings of stress was presented by Lazarus and Folkman (1984). Stress is a contributing component to hierarchical wastefulness, high staff turnover, truancy as a result of ailment, diminished quality and amount of care, expanded expenses of a healthy mind, and diminished employment fulfillment (Wheeler and Riding, 1994). An overview by Northwestern

Today, numerous healing facilities hold a similar view. The perspective of health specialists are characterized by their extent of training in treating ailments, while nurses are viewed as health promoters adds to the lesser status of nursing (Shames, 1993). The view that nurses are heavenly attendants of kindness as opposed to accomplished experts fortifies nurses mind however truly don't need to think; this view is sustained by notices that portray nurses as blessed messengers or minding ethereal people (Gershon et al, 2009). Today, nursing is a connected science, a training calling. To value the importance of this announcement requires a comprehension of demonstrable skill and how it applies to nursing. Nursing is something other than a vocation; it is an expert profession requiring commitment. The present meaning of nursing, as characterized by "the insurance, advancement, and improvement of health and capacities, prevention of disease and injury, mitigation of torment through the analysis and treatment of human reaction, and backing under the watchful eye of people, families, groups and

populaces.

This makes them drained and exhausted. This appears in their energy to work and the commitment with which they deal with their patients. A few doctor's facilities disregard nurses and make them to do additional movements and may not pay them well. The compensation framework is likewise a noteworthy stressor for nurses. So, stress has an immediate effect on commitment of nurses. They may not like the patients, won't assume liability, and not be time cognizant. So here the principle issue is stress looked by nurse, and how this influences their hierarchical commitment. Hypothetical Concepts and Framework Stress in basic words mean strain or weight felt in specific situations. Stress can be diverse for everybody. Occupational Stress can be characterized as the reaction of the general population when they are confronting work demands and weights which can't be taken care of by their insight and capacities. It builds their test in work environment (Chang et al., 2006).

### **Objectives of the Study**

- To study the work behavior&pattern among the nurses
- To study the job-related stress among nurses
- To compare the occupational stress level among nurses in public and private sector

### **LITERATURE REVIEW**

Stress in the working environment, or occupational stress, has been an issue of awesome worry for a long time. Occupational stress has expanded because of the world money related emergency, which influenced all nations, callings and classifications of laborers, and additionally families and social orders (Mohajan, 2012). Occupational stress can be characterized as the possibly pernicious psycho physiological reactions that happen when work necessities don't coordinate laborers' capacities, assets or

requirements (Gershon et al., 2009). For the most part, the reasons for occupational stress, known as psychosocial dangers, comprise of employment content, workload, working environment, work plan, control, workplace and hardware, hierarchical culture and capacity, authoritative part, profession improvement, home– work interface and relational connections at work (European Risk Observatory, 2010). Cartwright and Cooper (1997) classified six essential drivers of business related stress: hierarchical variables, the home– work interface, vocation improvement, factors characteristic for the activity itself, part in the association and connections at work.

Occupational stress can impact the authoritative level and the individual level of the specialist (Beheshtifar and Nazarian, 2013). The outcomes of occupational stress on the individual level incorporate undesirable emotions and conduct, physiological and mental sick health and social issues, while the negative effects of occupational stress on the work environment contain poor or low efficiency and other authoritative costs (Beheshtifar and Nazarian, 2013). Occupational stress may likewise cause non-attendance among specialists and is identified with diminish hierarchical efficiency.

The outcomes of occupational stress for nurses incorporate truancy, high staff turnover, sick health, and diminished nature of care and lower work fulfillment, which is the most well-known result of occupational stress in nursing callings (AbuAlRub, 2004). (Riahi, 2011) noticed that disappointment in nursing is for the most part identified with the nature of care gave and nursing deficiencies which result in expanded workload. Notwithstanding prompting non-attendance and turnover, disappointment among nurses has monetary outcomes. As indicated by Salmond and Ropis (2005), 'stress has been evaluated to cause half of work environment non-appearance and 40% of turnover. Gelsema et al. (2006) upheld that occupational stress in the

nursing calling is identified with changes in work conditions and prompts changes in nurses 'health, prosperity and employment fulfillment, bringing about enthusiastic fatigue or burnout. These, thusly, prompt low quality nursing consideration and low patient security (Anderson, 1976).

Intemperate works errands are additionally regularly answered to be a stressor for nurses (Trousselard et al., 2016) and can be identified with the activity demands due to the JDCS demonstrate (Munro et al., 1998). Finishing work and assignment demands fundamentally adds to stress and contrarily influence nurses' capacity to give all the required care in an opportune manner. These demands incorporate high physical workloads and startling errands, for example, telephone calls, patient solicitations and prompt therapeutic organization (Verrall et al., 2015).

Stress impacts the physiological and mental health of crisis nurses. The physiological impacts of stress incorporate hypertension, expanded heart rate, weight pick up or misfortune, acid reflux, coronary illness and gastric issue. These impacts are subject to where the person's experience is on the stress continuum (Potter, 2006). The mental impacts incorporate expanded excitement, sentiments of uneasiness, enthusiastic weariness, wretchedness, weakness and burnout; Freeman et al., 2014). Besides, stress prompts non-appearance and high turnover among crisis nurses. Nurses can end up touchy and irritable, making troubles involved with other health mind experts (Rosenstein and Naylor, 2012) and prompting diminished nature of care (Gates et al, 2011). Additionally, occupational stress adversely influences crisis nurses' health conduct; contrasted with nurses in different divisions, crisis nurses smoke more, take more wiped-out days, devour more liquor and experience bring down general health and prosperity (Helps, 1997).

(Huber et al., 2008) said that most circumstances



**Table No. 01: Comparison between Public and Private sector**

Sr	Statement	Private		Public	
		Mean	SD	Mean	SD
1	Did you adopt this profession by your choice?	2.2716	1.24511	1.9114	.78756
2	Is Nursing a tough profession?	2.2346	.82571	1.4684	.55088
3	Are you aware exactly about your job description?	2.2099	.75359	2.0253	.80024
4	Do you think your salary is sufficient and justified according to your job nature?	3.4074	1.21221	2.4937	1.36695
5	Does your hospital have sufficient Nursing Staff?	3.2469	1.24027	2.9367	1.38065
6	Does your hospital have necessary equipment for treatment of patients?	2.5062	1.09685	2.8481	1.36897
7	Does your hospital have necessary facilities for treatment of patients?	2.5062	1.07382	2.6835	1.18261
8	Does nursing staff face harassment on job?	2.2346	.81043	2.5063	1.08455
9	Does Nursing staff faces undue queries from Patients or their attendants?	2.3951	.95759	2.3797	1.10133
10	Do you get public holidays (or compensation)?	2.9012	1.11361	2.6203	.95143
11	Do you usually take the official break during job hours?	2.6173	1.06733	2.5063	.83010
12	Are the duties assigned to you are often out of your expertise?	2.5185	.96321	2.8228	.82834
13	If work gets difficult, do your colleagues usually help you?	2.4938	1.09685	2.7468	.82382
14	Do you feel often overburdened due to rush of patients?	2.3333	.88034	2.9241	.87372
15	If you are overburdened, do you neglect some tasks?	2.5802	.98570	2.4684	1.03571
16	Is there aggression or conflict between colleagues?	2.3951	1.20082	2.3797	1.1357
17	Do you have the liberty in deciding how to do your work efficiently?	2.5185	1.14139	3.1013	1.99479
18	Do you get short break (if required)?	2.9259	1.10428	2.4684	.93144
19	Do you think that sometimes irresponsible personnel restrain you to provide regular services / duties?	2.3086	1.03250	2.2152	.72803
20	Are you forcefully being asked to work for extra hours to complete the assigned tasks?	2.6914	1.11402	2.9747	1.42302
21	Do you have choices in deciding how-to plan your work?	2.2716	1.00015	2.4557	.71248
22	Do you have time pressure anxiety?	2.7778	1.01242	3.1772	.97085
23	Can you rely on your immediate supervisor to help you out with a work problem?	2.4321	1.03608	2.5570	1.02215
24	Do you get the help and support from your colleagues?	2.2716	.96193	2.7722	.86156
25	Do you have opportunities to ask questions from managers about work?	2.1852	.97610	2.3797	1.07779
26	Do you receive the deserved respect at work?	2.2840	1.09812	2.1646	1.05527
27	Do you get upset due to miscommunication of co-workers regarding patient care?	2.4691	1.23578	2.4051	.75987
28	Are your work timings flexible?	2.1852	.936901	2.4051	1.01929
29	Do you often face problems due to uncompleted work from previous shift?	2.3827	.03160	2.4430	.91633
30	Do you face problems while handing over the charge to next shift staff because of their late arrival?	2.6173	.94297	2.6203	.86682
31	Are you often being treated emotionally during work?	2.8148	1.08525	3.0886	.81947
32	Do you believe that relationships at working place are stressful?	3.1728	1.38555	3.5316	1.01065
33	Does your supervisor encourage you at work?	2.7901	1.18021	2.9241	.95772
34	Is your working environment Clean (Hygienic)?	2.5926	1.08141	2.0633	.91065
35	Is your working environment calm / peaceful?	2.0494	1.21348	1.5570	.61492



**Table No. 02: ANOVA Analysis**

Statements		Sum of Squares	df	Mean Square	F	Sig.
Did you adopt this profession by your choice?	Between Groups	5.189	1	5.189	4.756	.031
	Within Groups	172.404	158	1.091		
	Total	177.594	159			
Is Nursing a tough profession?	Between Groups	23.480	1	23.480	47.431	.000
	Within Groups	78.214	158	.495		
	Total	101.694	159			
Are you aware exactly about your job description?	Between Groups	1.362	1	1.362	2.257	.135
	Within Groups	95.381	158	.604		
	Total	96.744	159			
Do you think your salary is sufficient & justified according to your job nature?	Between Groups	33.391	1	33.391	20.037	.000
	Within Groups	263.302	158	1.666		
	Total	296.694	159			
Does your hospital have sufficient Nursing Staff?	Between Groups	3.848	1	3.848	2.238	.137
	Within Groups	271.745	158	1.720		
	Total	275.594	159			
Does your hospital have necessary equipment for treatment of patients?	Between Groups	4.676	1	4.676	3.048	.083
	Within Groups	242.424	158	1.534		
	Total	247.100	159			
Does your hospital have necessary facilities for treatment of patients?	Between Groups	1.258	1	1.258	.987	.322
	Within Groups	201.336	158	1.274		
	Total	202.594	159			
Does nursing staff face harassment on job?	Between Groups	2.954	1	2.954	3.234	.074
	Within Groups	144.290	158	.913		
	Total	147.244	159			
Does Nursing staff face undue queries from Patients or their attendants?	Between Groups	.009	1	.009	.009	.925
	Within Groups	167.966	158	1.063		
	Total	167.975	159			
Do you get public holidays (or compensation)?	Between Groups	3.158	1	3.158	2.938	.088
	Within Groups	169.817	158	1.075		
	Total	172.975	159			
Do you usually take the official break during job hours?	Between Groups	.492	1	.492	.537	.465
	Within Groups	144.883	158	.917		
	Total	145.375	159			
Are the duties assigned to you are often out of your expertise?	Between Groups	3.703	1	3.703	4.580	.034
	Within Groups	127.741	158	.808		
	Total	131.444	159			
If work gets difficult, do your colleagues usually help you?	Between Groups	2.560	1	2.560	2.711	.102
	Within Groups	149.184	158	.944		
	Total	151.744	159			



Do you feel often overburdened due to rush of patients?	Between Groups	13.956	1	13.956	18.142	.000
	Within Groups	121.544	158	.769		
	Total	135.500	159			
If you are overburdened, do you neglect some tasks?	Between Groups	.501	1	.501	.490	.485
	Within Groups	161.399	158	1.022		
	Total	161.900	159			
Is there aggression or conflict between colleagues?	Between Groups	.009	1	.009	.007	.934
	Within Groups	215.966	158	1.367		
	Total	215.975	159			
Do you have the liberty in deciding how to do your work efficiently?	Between Groups	13.582	1	13.582	11.829	.001
	Within Groups	181.412	158	1.148		
	Total	194.994	159			
Do you get short break (if required)?	Between Groups	8.374	1	8.374	8.007	.005
	Within Groups	165.226	158	1.046		
	Total	173.600	159			
Do you think that some times irres-possible personnel restrain you to provide regular services/duties?	Between Groups	.349	1	.349	.436	.510
	Within Groups	126.626	158	.801		
	Total	126.975	159			
Are you forcefully being asked to work for extra hours to complete the assigned tasks?	Between Groups	3.210	1	3.210	1.972	.162
	Within Groups	257.233	158	1.628		
	Total	260.444	159			
Do you have choices in deciding how to plan your work?	Between Groups	1.355	1	1.355	1.790	.183
	Within Groups	119.620	158	.757		
	Total	120.975	159			
Do you have time pressure anxiety?	Between Groups	6.381	1	6.381	6.483	.012
	Within Groups	155.519	158	.984		
	Total	161.900	159			
Can you rely on your immediate supervisor to help you out with a work problem?	Between Groups	.624	1	.624	.589	.444
	Within Groups	167.370	158	1.059		
	Total	167.994	159			
Do you get the help and support from your colleagues?	Between Groups	10.020	1	10.020	12.001	.001
	Within Groups	131.923	158	.835		
	Total	141.944	159			
Do you have opportunities to ask questions from managers about work?	Between Groups	1.514	1	1.514	1.434	.233
	Within Groups	166.830	158	1.056		
	Total	168.344	159			
Do you receive the deserved respect at work?	Between Groups	.570	1	.570	.491	.484
	Within Groups	183.33	158	1.160		
	Total	0183.900	159			
Do you get upset due to mis communication of coworkers regarding patient care?	Between Groups	.164	1	.164	.155	.694
	Within Groups	167.211	158	1.058		
	Total	167.375	159			



Are your work timings flexible?	Between Groups	1.934	1	1.934	2.020	.157
	Within Groups	151.260	158	.957		
	Total	153.194	159			
Do you often face problems due to uncompleted work from previous shift?	Between Groups	.146	1	.146	.153	.697
	Within Groups	150.629	158	.953		
	Total	150.775	159			
Do you face problems while handing over the charge to next shift staff because of their late arrival?	Between Groups	.000	1	.000	.000	.983
	Within Groups	129.743	158	.821		
	Total	129.744	159			
Are you often being treated emotionally during work?	Between Groups	2.998	1	2.998	3.231	.074
	Within Groups	146.602	158	.928		
	Total	149.600	159			
Do you believe that relationships at working place are stressful?	Between Groups	5.149	1	5.149	3.488	.064
	Within Groups	233.251	158	1.476		
	Total	238.400	159			
Does your supervisor encourage you at work?	Between Groups	.717	1	.717	.619	.432
	Within Groups	182.976	158	1.158		
	Total	183.694	159			
Is your working environment Clean (Hygienic)?	Between Groups	11.205	1	11.205	11.188	.001
	Within Groups	158.239	158	1.002		
	Total	169.444	159			
Is your working environment calm / peaceful?	Between Groups	9.698	1	9.698	10.402	.002
	Within Groups	147.296	158	.932		

somebody turns into a nurse since they need to help individuals yet when they are defied with the truth of the activity, they soon understand that it isn't what they figured it would be thinking about the idea of the nursing undertaking and the association with death and passing on individuals. Healthcare associations are diverse in size and nature. Consequently, nurses are gone up against with various work errands, workload, working period (pivoting shifts), working conditions and issues like working under time weight, repetitive and dull nature of nursing employments, a regular experience with misery and passing of patients, managing troublesome patients and relatives.

A man can better oversee stress when the social encouraging group of people is as solid as it can be. Analysts say that a solid social encouraging group of people prompts a better adapting background to stress (Sincero, 2012). It alludes

to a system which includes a person's family, companions and associates who can bolster the individual mentally and inwardly. Not at all like the care group sorted out by the health proficient, social help isn't formalized, they are available all the time and the individual can identify with his informal community when he isn't under noteworthy stress. Social help arrives in an assortment of structures: Instrumental help (helping other people specifically by getting things done or doing activities), emotional support (giving love, mind and sympathy), informational support (providing data that can be utilized for coping) and examination support (feedback about individual working coordinated at improving regard) (Bamber et al., 2004). The system is a wellspring of quality, offers a suspicion that all is well and good and sentiment belonging ness. It has been related to a lessening in the effect of all stressors except for physical condition.

Above table shows the results of Analysis of variance (ANOVA) table, this table is used to compare the group means of two sectors. For the comparison of the responses of public and private health workers stress and to check that is there any difference between their statements or not. If the p value is less than 0.05, it shows the significance of the statement, which indicates the difference between the statements of two groups. If the p value is greater than 0.05, it shows the insignificance of statement. It means that there is no difference between the responses of public and private health sector. The results of the above table show that there is no difference between the statements of public and private health care workers.

## CONCLUSION

The purpose of this study is to compare level of stress in the nurses of selected private hospital and Government hospital. This research was conducted by using the questionnaire instrument. To conduct this research a brief questionnaire was developed which was based on close ended questions. Pilot testing of four doctor's panel was also employed for the collection of data. A brief survey and interviewing method was used for the collection of data. Questionnaire was consisted on different questions and using the Five Likert Scale. This five likert scale has five options for respondents to response which are Strongly Disagree, Disagree, Neutral, Agree and Strongly Agree. Random sampling technique was used for selection of respondents. Nurses of independent university medical hospital were selected for this research. The obtained data was coded in SPSS and analyzed descriptively. Afterwards, ANOVA also employed for the comparison purpose. The results showed that level of stress among nurses' is increasing day by day. In government hospitals, nurses were founded more stressed as compared to the private hospitals. In government hospitals patients are in great numbers, but in private

hospitals less in numbers. Private hospital environment is more effective than the government hospitals that are why nurses are more stressed in government hospitals. Due to competency of private hospitals there is a greater level of stress in public hospitals as compared to public hospitals.

## Recommendation

- Comparative pay packages scheme
- Incentive schemes for motivation
- Duty and time allotment with proper time management
- Recruitment of adequate number of nurses
- Participation of nurses in decision making process

Work life balance practices by emergency leaves, arrangement of extra nurses during emergency etc.

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**AUTHORSHIP AND CONTRIBUTION DECLARATION**

Sr. #	Author-s Full Name	Contribution to the paper	Author=s Signature
1	Rukhsana Kousar		