



“OCCUPATIONAL STRESS IN AMAN AMBULANCE SERVICE”

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Presented to
The faculty of
Management Sciences
Bahria Institute of Management & Computer Science, Karachi**

**In Partial Fulfillment
Of the Requirements for the
Degree Master in Business Administration**

By

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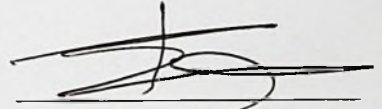
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RECOMMENDATION FOR ORAL EXAMINATION

This thesis hereto attached, entitled, "**Occupational Stress In Aman Ambulance Service**" prepared and submitted by **Nasira Altaf**, in partial fulfillment of the requirement for the degree **MASTER IN BUSINESS ADMINISTRATION** , is hereby recommended for appropriate action.

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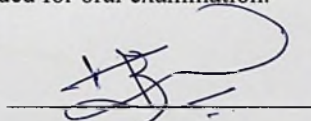


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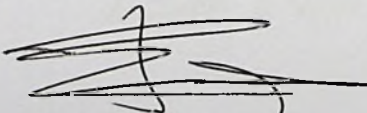
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In partial fulfillment of the requirement for the degree of **MASTER IN BUSINESS ADMINISTRATION**, this thesis entitled, "**Occupational Stress In Aman Ambulance Service**" is hereby recommended for oral examination.



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ABSTRACT

Introduction: First prehospital care was on track in a Karachi, Pakistan since March, 2009 known as “ Aman Ambulance Service”. This research is the first study in Pakistan that investigates the occupational stress in the ambulance service. The purpose of this study is to undertake a diagnostic investigation of work stress in Aman ambulance service in a systematic manner which allows stress outcome to be understood, identify Sources of Stress, raise awareness of occupational stress at the individual and organizational level, Identify those individuals who need remedial help and Provide information for the design of appropriate interventions.

Method: A questionnaire survey which is designed from the model of Pressure Management Indicator (Williams & Cooper, 1996), which measure the occupational stress of CWOs, EMDs, EMOs and EMTs in Aman Ambulance Service was conducted. PMI reports in three sections: (1) Effects of Pressure (2) Sources of Pressure (3) Individual Differences.

Result: The number of responses was 109 (91%). Responders reported a stress level at above average. They showed the effects of pressures.

Discussion: Staff reported low levels of job satisfaction, organizational satisfaction, Security, Commitment, Average Mental and Physical well-being, while Failure to be recognized, taking responsibility, daily hassles, workload and home work balance is reported as major sources of pressure.

Conclusion: Occupational Stress is beginning to show its effects among staff of Aman Ambulance Services, this study highlights the effects, sources of stress with individual differences. Therefore, systematic management of stress must be developed and established.

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