



## EVALUATION OF FACTORS INFLUENCING OCCUPATIONAL STRESS AMONG WORKING EMPLOYEES

**Sripada Vishali**

*Assistant professor, Department of Business Management, Vaagdevi College of Engineering, Bollikunta, Warangal Urban District, Telangana State.*

### **Abstract**

*The paper examines the significance of occupational stress and its effects on working employees. The study focused on analysis of major causes of occupational stress, causes of stress on employees. The field study is conducted on a sample size of 150 respondents working in private sector with a view to examine the impact of Work assignments, Work Life balance, Health & Personal issues and Work Environment on Overall stress among the employees. The study is based on a field study. Results revealing significant impact of stress determinants on overall occupational stress among the employees.*

**Key Words:** *Health, Obstacles, Performance Expectations, Work Environment, Work-Life Balance.*

### **1. Conceptual overview of Occupational Stress**

Stress is a condition of mental pressure for particular individual facing problems from environmental and social well-being which leads to so many diseases. Young age is the critical period because at this time youth faces lots of changes in his/her life. They are expected to be the elites in the society. Thus, they should enhance their stress management abilities so as to live a healthy life after entering the society. When a child enters into the youth age, they need to not only adapt themselves to the new life and new environment but also be familiar with many new people, events, and things. The life stress on them is considerable. The stress management is measured by using the different dimension of respectful and responsible behaviour, managing and communicating work, managing individual in a team and managing difficult situations. Stress can be defined as a reaction to a stimulus that disturbs our mental balance. It has its existence in everybody's life nowadays. Stress refers to the strain from the conflict between our external environment, leading to emotional and physical pressure.

Occupational stress refers to the ongoing or progressing stress an employee experiences due to the responsibilities, conditions, environment, or other pressures of the workplace. There are several types of occupational stress, depending on the individual employee, their job role, the company culture, and more. Occupational stress is one of the major health hazards of the modern workplace (in which CWA members are employed). It accounts for much of the physical illness, substance abuse, and family problems experienced by millions of blue and white-collar workers. Occupational stress and stressful working conditions have been linked to low productivity, absenteeism, and increased rates of accidents on and off the job.

Occupational or job stress may be defined as a "mechanism whereby the human body attempts to adapt to the environment." The body has a normal mechanism for dealing with stressful situations that is known as the "fight or flight" response. As soon as the brain senses danger, it sends messages (electrical, chemical, and hormonal) that stimulate the extra energy needed to fight the danger or run away from it. The stress cycle always includes the danger stimulus, the removal of the danger, and a state of relaxation.



## 2. Major Causes of Occupational Stress

While the sources of occupational stress can vary from person to person, it's important to know that employees of all organizations—regardless of how big or how small they may be—can be affected by occupational stress. Some major examples of occupational stressors include:

1. Strict policies and protocols implemented by the organization
2. Restricted possibilities for professional and personal self-growth
3. Conflicts among individuals in a department or between organizational groups
4. Workforce micromanagement and mismanagement
5. Lack of support from human resource departments
6. Personal, situational, or professional issues
7. Bullying, belittling, and discriminating
8. Poor time management
9. Little to no occupational guidance or direction
10. Being overworked
11. Performance expectations that far surpass an employee's training and abilities
12. Regular threats of termination
13. Loss of wages, pay cuts, and benefits

No matter what the cause may be, the effects of occupational stress can be monumentally damaging to the overall well-being and productivity of the employee. Not only can occupational stress cause accelerated aging and other personal issues, but it can also greatly hamper an employee's motivation, inspiration, and dedication to their work.

## 3. Causes of Stress

The major sources of employees stress are evenly divided between organizational factors and the non-work environment. These dual cause are noted that individual differences among employees may cause some to respond to these stressors with positive stress (which stimulates them) while others experience negative stress (which distracts from their efforts). As a result, there may be either constructive or destructive consequences for both the organization and the employee. These efforts may be short-term and diminish quickly or they may last a long time.

Stress should be accepted as an inevitable part of life. Different situations and circumstances in our lives and our job produce stress. Work-related stressors include occupational demands, role conflict, role ambiguity, work overload, work under load, responsibility for others, and change, lack of social support, lack of involvement in decisions, other sources like working conditions, relationship with co-workers, pay system, repetitive work, extreme temperature, swing shifts, flexible working hours, changes in working policy, reorganization of internal structure and mergers.

## 4. Job Related Causes of Stress

Almost any job condition can cause stress, depending on an employee's reaction to it. Foregone employee will accept a network procedure and feel little or no stress, while another Experiences overwhelming pressure from the same task. Part of the difference lies each employee's experiences, general outlooks and expectations. There are, however, a number of job conditions that frequently cause stress for employees namely work overload, time pressure, poor quality of supervision, insecure job element, inadequate authority to match responsibilities, role conflict and ambiguity, differences between company and employees values, change of any type, especially when it is major or unusual and frustration.



## 5. Studies on Stress

People who are under stress may become nervous and chronically worried. They are easily provoked to anger and are unable to relax. Stress also leads to physical disorders, because the internal body system changes to cope with stress. The following are indicators that everyone experience at the time of stressful situations .Shah (2003) in his study observed that most of the employees experience medium to high level of stress at work. Role stagnation, inadequacy of role authority and role erosion is comparatively high-rated dimensions of job stress.

Berhem et al(2004) describe that the role of ambiguity is the main source of work stress and self-knowledge as the main coping strategy to overcome work stress. Work stress is believed to be one of the most important factors affecting productivity. Kang (2005) in his study showed interference of job in personal life, unsupportive colleagues, work load and continuous pressure for improved performance have been found to be causing stress among the medical representatives. Anitha Devi (2006-2007) in her study found that science and technology professionals and Doctors experienced significantly greater life stress and role stress. Dhanalakhsmi (2008) found that the employees experience Moderatelevel of stress. Further, stress is predicted by working environment and safety and Security.

The Report issued by Hindu news paper citing the results of ADP(2020) reveal that, a majority of Indian professionals experience stress at work on at least a weekly basis, according to new data from ADP. The report further added that stress levels among the Indian workforce were significantly higher than the Asia-Pacific average of 60 per cent. According to the report, seven in 10 Indian workers (70 per cent) said that they were experiencing stress at least once during the working week on a regular basis. The survey further found that work-life balance was more often a strong indicator of mental health in the workplace. As per the report, 46 per cent of Indian workers reported doing around 6-10 hours of work unpaid every week.

## 6. Objectives and Methodology

The study deal with the following two objectives.

1. To understand the impact of stress factors on overall occupational stress among the working employees.
2. To determine the relationship between the factors influencing occupational stress among the working employees.

This study is based on descriptive research. Data collected from both primary data and secondary data. The sample size is 120. It was collected from the employees of various sectors from various cities. Data was collected through self structured questionnaire. Books, internet web sites etc were used as a source of secondary data SPSS data was used to analyse and interpret results and achieves research objectives.

## 7. Results and Discussion

The reliability results on a sample of 150 respondents for 15 variables resulted Cronbach's alpha equals to 0.923 which show that, there exist a high internal consistency among the variables used for the study. Among the total 15 variables defined in the study 14 variables are proved significant as computed p-value is less than  $\alpha=0.05$ , hence about 93.3% variables are proved significant. Results are shown in table-1.



**Table-1: Results of Reliability**

		N	%
Cases	Valid	150	100.0
	Excluded	0	.0
	Total	150	100.0
a. List wise deletion based on all variables in the procedure.			
<b>Reliability Statistics</b>			
Cronbach's Alpha		N of Items	
.923		15	

Source – field survey

### 8. Result of descriptive statistics

The results of demographic profile of respondents are presented in table-2.

Among the sample size of 150 respondents, about 48.7percent of the sample respondents are male are 51.3 percent of the sample respondents are female. Overall, it is concluded that females are high compared to males. Among the total sample size of 120 respondents in the Table- 4, about 19.3 present of the sample respondents are Less than 25 years, and 36.0 percent of sample respondents are in the between 25-35 years , 34.0percent sample respondents are in the between 35-45 years, 10.7 percent of the sample respondents are in the between 45 years and above .overall, it is concluded that the age between 25-35 years having highest. Among the total sample size of 120 respondents in the Table 6, about 42.7 percent of sample respondents are graduation, 42.7 percent of sample respondents are post graduation, 4.0 percent of sample respondents are possessing Doctoral Degree, 10.7 percent of sample respondents are others. Overall, it is concluded that graduation and post graduation are high compared to Doctoral Degree and others.

**Table-2: Results of Demographic profile of Respondents**

Gender category		Frequency	Percent
1.	male	73	48.7
2.	female	77	51.3
	Total	150	100.0
Age classification		Frequency	Percent
1.	Less than 25 years	29	19.3
2.	25-35 years	54	36.0
3.	35-45 years	51	34.0
4.	45 yeas and above	16	10.7
	Total	150	100.0
Education Category		Frequency	Percent
1.	Graduate	64	42.7
2.	Post Graduate	64	42.7
3.	Doctoral Degree	6	4.0
4.	OTHERS	16	10.7
	Total	150	100.0



### 9. Results of Regression test result

The regression analysis is applied to analyze the impact of work assignment, Work Life Balance, Health and Personal problems and Work Environment on overall stress. Here, the independent variables are work assignment, Work Life Balance, Health and Personal problems and Work Environment. The dependent variable is overall stress. The regression analysis applied in three stages.

The correlation results show that, the relationship between dependent variable (overall stress) And independent variables (work assignment, Work Life Balance, Health and Personal problems and Work Environment) is having high degree of positive correlation ( $r=0.971$ ). The computed  $r$  (coefficient of determination) is 0.942, i.e., 94.2 percent of variance in the dependent variable is explained by independent variable.

**Table-3: Results of Linear Regression**

Model	R	R square	Adjusted R square	Std.error of the estimate		
1	.971	.942	.941	.182		
ANOVA Results						
model	Sum of squares	df	Mean square	f	sig	
1	Regression	78.821	4	19.705	593.677	.000
	Residual	4.813	145	.033		
	<b>Total</b>	83.634	149			
Coefficients						
model	Unstandardized coefficient		Standardized coefficient	t	Sig.	
	B	Std.error	Beta			
1	(constant)	.173	.044		3.920	.000
	Work assignments	.303	.028	.350	10.686	.000
	Work Life Balance	.226	.023	.282	10.034	.000
	Health and Personal problems	.093	.020	.124	4.580	.000
	Work Environment	.311	.027	.363	11.441	.000
A .Dependent variable :overall stress						

The results of ANOVA show that, the computed p-value is 0.000 is less than  $\alpha=0.05$ (5% significant level ), null hypothesis is rejected . the results indicate that the impact of dependent variables (overall stress) is significant.

#### From the results of regression coefficients, we can have the following interpretations.

1. The constant value is 0.173 which show that, the constant factors are positively influencing the overall stress.
2. The regression coefficient for work assignments is 0.303, i.e., approximately 30 percent of impact is shown by work assignments on overall stress.
3. The regression coefficient for Work Life Balance is 0.226,i.e., approximately 23 percent of impact is shown by Work Life Balance on overall stress.
4. The regression coefficient for personal problem is 0.093,i.e., approximately 9 percent of impact is shown by personal problem on overall stress.



5. The regression coefficient for Work Environments is 0.311,i.e., approximately 31 percent of impact is shown by Work Environment on overall stress.
- 6.

Overall stress =  $0.173+0.303[\text{work assignments}]+0.226[\text{Work Life Balance}]+0.093[\text{Health and Personal problems}]+0.311[\text{Work Environment}]$ .

Conclusion: It is statistically proved that, there is a significant impact of work assignments, Work Life Balance, Health and Personal problems and Work Environment on overall stress.

## 10. Results of Correlation

To analyze the significant relationship between the variables effecting occupational stress, an attempt is made to evaluate the relationship between these five select variables using Karl Pearson Correlation coefficient.

### The results of correlation reveal the following findings

1. Working in unfavorable conditions are proved highly positively correlated with obstacles during completion of work ( $r=0.708$ ).
2. Working in unfavorable conditions are proved highly positively correlated with balancing personal problems and work ( $r=0.546$ ).
3. Working in unfavorable conditions are proved highly positively correlated with lack of monetary related motivation ( $r=0.657$ ).
4. Working in unfavorable conditions are proved highly positively correlated with irregular timings of work ( $r=0.665$ ).
5. Obstacles during completion of work are proved highly positively correlated with balancing personal problems and work ( $r=0.647$ ).
6. obstacles during completion of work are proved highly positively correlated with balancing personal problems and work ( $r=0.667$ ).
7. obstacles during completion of work are proved highly positively correlated with irregular timings of work ( $r=0.694$ ).
8. Balancing personal problems and work are proved positively correlated with lack of monetary related motivation ( $r=0.505$ ).
9. Balancing personal problems and work are proved positively correlated with irregular timings of work ( $r=0.532$ ).
10. Lack of monetary related motivation proved positively correlated with irregular timings of work( $r=0.705$ ).

For each pair of correlation between the variables, the p-values computed is 0.000 which is less than significance at 1 percent level, hence the results are proved significant.





**Table-4: Results of Multiple Correlations**

		Working in unfavourable conditions	Obstacles during completion of work	Balancing personal problems and work	Lack of monetary related motivation	Irregular timings of work
Working in unfavourable conditions	R	1	.708**	.546**	.657**	.665**
	P-val		.000	.000	.000	.000
	N	150	150	150	150	150
Obstacles during completion of work	R		1	.647**	.667**	.694**
	P-val			.000	.000	.000
	N		150	150	150	150
Balancing personal problems and work	R			1	.505**	.532**
	P-val				.000	.000
	N			150	150	150
Lack of monetary related motivation	R				1	.705**
	P-val					.000
	N				150	150
Irregular timings of work	R					1
	P-val					
	N					150

### 11. Conclusions

Work is a central part of human life. It is the expression of the basic need to accomplish, to create, to feel satisfaction, and to feel meaningful. Rewarding work is an important and positive part of our lives. However, when work denies people an opportunity to utilize their creativity, intelligence, and decision-making ability, it causes stress. This study was conducted to know about how much stress employees are taking at their work place and mainly how they are managing stress. Stress is a feeling of emotion or physical tension. It can come from any event any place and work environment that makes you feel frustrated, angry, or nervous. Stress is your body's reaction to a challenge or demand .in shorts bursts, stress can be positive, such as when it helps you avoid danger or meet a deadline.

The statistical results show the evidence that there is a significant impact of stress determinants such as work assignments, health & personal problems, work environment, work-life balance on overall occupational stress faced by the working employees.



## References

1. Hemani Sheth (2020). 7 in 10 Indians Experience Stress at work on Weekly Basis: Report extracted from Business Line, December 8, 2020.
2. Bulbul Kar and Mishara B(2016). A Literature Review on Occupational Stress and Job performance. International Journal of Engineering and Management Research. Vol.6, Issue 1, p.402-407.
3. Dhamodharan K. &Arumugasamy (2011). Effect of Occupational stress on Executives“ Leadership Styles. Public Policy and Administration Research, IISTE Journals, Vol. 1, No. 4 pp. 1-7
4. Kalia, M. (2002). Assessing the economic impact of stress - The modern day hidden epidemic. Metabolism, 51(6), 49-53.
5. Luthans, Fred (2006). Organizational behaviour (10th ed.) (trans. VivinAndhikaYuwono, ShekarPurwanti, dkk). Yogyakarta:PenerbitAndi
6. Sengupta, Palas, R and SadiqueZofar, (2001), “The effect of Quality Of Work Life on JobPerformance; An Empirical Analysis”, Labor and Development; 7(2), PP: 126.
7. Harshana PVS|(2018). Work Related Stress: A Literature Rview. Annals of Social Sciences & management Studies, Vol.2, Issue 3, p. 59-65.
8. Goswami, TG (2015) Job stress and its effect on employee performance in banking sector. Indian Journal of Commerce & Management Studies.
9. Kotteswari, M, Sharief, ST (2015) Job stress and its impact on employees’ performance a study with reference to employees working in BPOs. Research paper IJBARR
10. Shrestha, A (2013) Relationship of Job Stress, Locus of Control, Organizational Support, and Social Support to Psychological Strain.<https://www.bamboohr.com/hr-glossary/occupational-stress/>.
11. <https://cwa-union.org/national-issues/health-and-safety/health-and-safety-fact-sheets/occupational-stress-and-workplace>.