International Journal of Research Publication and Reviews

A STUDY ON THE EFFECT OF JOB STRESS ON EMPLOYEES

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ABSTRACT :

This research paper investigates the intricate relationship between job stress and its effects on employees within various organizational settings. Job stress is a prevalent issue affecting individuals across different professions and industries, influencing both their psychological and physiological well-being. Through a comprehensive analysis of existing literature, this study aims to uncover the multifaceted nature of job stress, its underlying causes, manifestations, and its implications on employee performance, job satisfaction, and overall quality of life. Furthermore, the paper explores potential coping mechanisms and strategies to mitigate the adverse effects of job stress, thereby fostering a conducive work environment conducive to employee welfare and organizational success. Organizations are the congregation of the people. Development of human resources is a key managerial responsibility. Raw human resource can only make limited contribution towards organizational goal achievement. Any development strategy should be oriented towards the continued well-being of human race. Nowadays, the impact of stress on the wellbeing of the employees has gained much importance. It can be regarded as a new dimension of H.R.D. A good H.R.D department is characterized not only by its concern to enhance the contributory efficiency or effectiveness of its employees but also its genuine concern to improve its employees wellbeing. A good instrument to ensure or measure an employee's well-being is stress-audit!

INTRODUCTION:

For any organization to survive human resources is the most important resource. The success of the company is to great extend upon the quality and work efforts of the personnel. A person can make others only if he is happy. Hence the study was conducted to have a detailed study undertaking the impact of job stress. The reason behind the study is to help the management to find out the areas where the employees undergo stress at their work place and the consequences that they face because of this. One of the major reasons for the problems like high rate of absenteeism, indiscipline, low Performance is the existence of high level of stress in one's occupation. Therefore, every organization should be concerned with knowing how happy and comfortable the employees are, doing their respective work. Stress when controlled and reined in properly, can add to quality of performance. But, if it over takes, can cause problems with performance, interpersonal relationship and physical well being of the individual. Therefore there is no escape from stress causing factors (known as stressors) existing in an organization and improve the working conditions or help the employees to cope with personal stressors. Executives are the pillars on whom the organization depends for its diversification and development. It is therefore becomes essential to develop strategies to create a conducive climate and environment, which would enable them to ease out stress and strain of executives for their better performance.

DEFINITION OF STRESS

An adaptive response, to external action, situation, or event that places excessive psychological or physical demand on the individual. Luthans differentiates from other closely related phenomena. According to Luthans "Stress is not simply anxiety: anxiety operates solely in the emotional and psychological sphere, whereas there and also in the physiological sphere. Stress is not simply nervous tension: nervous tension may result from stress, but both are not the same. Unconscious people have exhibited stress, and some people do not express stress through nervous tension".

CAUSES OF STRESS

Society, the working world and daily life have changed almost beyond recognition in the past years. These changes have contributed to a major increase in stress.

CHANGING SOCIETY

Demographic change has been dramatic in recent years. Changes include rapid population growth, migration from rural areas to cities, a rise in the number of elderly people and the developing role of women. All these changes have increased stress levels. This includes,

- Increasing urbanization
- Ageing populations

- Changing gender roles

OBJECTIVES OF THE STUDY

- To find the job stress level among the employees
- To find out the outcomes and consequences of stress
- To find out the effects of stress on the company
- To suggest suitable techniques to reduce stress among the employees.

LIMITATIONS OF THE STUDY

- It has been conducted in Mumbai only
- The analysis and interpretation are based on the sampling techniques, which havein built assumption and limitation
- Some employees have failed to give their duly filled in questionnaires in time dueto their hectic schedule
- The respondents were reluctant to give their personal details and true answer dueto the fear of personal consequences
- The study was entered only
- The study was not focused to find out the participant's bias
- This project is of qualitative nature

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. We study the various steps that are generally adopted by researcher in studying his problem along with logic behind them.

Research design refers to the conceptual structure within which research would be conducted. A research design indicates a plan of action to be carried out in connection with a proposed research work. It provides a guideline for knowing whether the research is moving in the right direction. It is a procedure for data collection and analysis. The researcher has used simple random sampling techniques for selecting sample. Descrptive research technique is adopted in the study. Convenience sampling method is adopted. Sample size is 100 employees. The primary data are those, which are collected afresh and for the first time, and thus happen to be original in character. Primary data collected through questionnaire distributed to the employees. Secondary data are those which have already been collected in some other context and which have already been processed through the statistical process. Data regarding company profile were collected by reviewing the annual reports brochures and journals and former projects.

TOOLS OF ANALYSIS

The researcher has designed a questionnaire. Percentage analysis, chi square, weighted average methods are the tools used for analyzing the data. Percentage analysisis done to classify the percentage of employees who have recorded a certain type of response.

CHI - SQUARE TEST

Aim: To find out whether there is any significant relationship between jobsatisfaction and identity crisis.

Null Hypothesis (H_o) : There is no significant relationship between
job satisfaction and identity crisis.
Alternative Hypothesis (H_1)   : There is a significant relationship between
job satisfaction and identity crisis.
Formula   : $X^2 = \Sigma (O-E)^2 / E$

Observed Frequency:

Criteria	Opinion		
	Yes	No	Total
Job stress	65	35	100
Brood over failure	40	60	100
Total	105	95	200

Source: Primary data

Expected Frequency:

Criteria	Opinion		
	Yes	No	Total
Job satisfaction	52.5	47.5	100
Identity crisis	52.5	47.5	100
Total	105	95	200

Calculation of Chi-Square:

O	E	$(O-E)^2/E$
65	52.5	2.976
35	47.5	3.289
40	52.5	2.976
60	47.5	3.289

The Calculated Value of Chi-Square = $\Sigma(O-E)^2 / E$ = 12.53 Degree of Freedom = (r-1) (c-1)

= (2-1) (2-1)

= 1

For 1 degree of freedom at 5% level of significance. Table Value of Chi-Square = 3.841

Result: Inference:

Since calculated value is greater than the table value, H_o is rejected.

It has been inferred that there a significant relationship between job stress and

brooding over failure among the respondents.

WEIGHTED AVERAGE ANALYSIS

Aim: To find the ranks of the problem concering stress chosen by the respondents. Total number respondents for each attribute = 100

FACTORS	Highly stressed(3)	Stressed(2)	Not stressed(1)	WeightedScore	WeightedAverage	Ranking
Work overload	150	80	10	240	40	6
Repetitive or redundant work	180	60	10	250	41.67	5
Lack of empathy concerning personal problem	225	40	5	270	45	1
Problems availing leave	195	50	10	255	42.5	4
Relations with colleagues	210	52	4	266	44.33	2
Remuneration	213	38	10	261	43.5	3

Formula:

Weighted average $= \Sigma fiWi / \Sigma fi$ Total Weight ie, $\Sigma Wi = 6$ **Weights Given:**

Rank	1	2	3
Weight	3	2	1

INTERPRETATION

From the above table interred that the rank of the following factors

Rank	Factors
6	Work overload
1	Lack of empathy concerning personal problem
3	Remuneration
4	Problems availing leave
5	Repetitive or redundant work
2	Relations with colleagues

RESULTS

FINDINGS

- The major sources of stress felt by the respondents are identified as domestic problem conflict dealing with superiors and promotion prospects.
- 55% of the employees have agreed that the company offers good remuneration while 20% of the respondents strongly agree to this and about 10% disagree. About 5% of them strongly disagree and 10% did not have an opinion. Therefore, it can be concluded that the remuneration provided is acceptable and not a causeof dissatisfaction to the majority of the respondents.
- About 50% of the employees have agreed that they have freedom in giving suggestions to the superiors while 15% of the respondents strongly agree to this and about 20% disagree. About 10% of them strongly disagree and 5% did not have an opinion. Therefore, freedom in giving suggestions to superiors is at an agreeable level within the organization.
- About 15% of the employees have agreed that promotion was acting as stress factor. While about 45% of them have disagreed. 15% of them have strongly disagreed this factor while 25% of them have strongly agreed to it. The majority feel that stress is not caused by the event of promotions.
- About 50% of the employees have strongly disagreed that the company offers good recreational activities at the company. 20% of the respondents agree to this and about the 10% of the respondents have disagreed and the same no for strongly agree. About 10% did not have an opinion. It can be understood that better recreational activities have to be provided by the organization.
- About 40% of the employees have disagreed that consumption of food is too much 20% of the respondents agree to this and about the 10% of the respondents have strongly disagreed and the same no for strongly agree. About 20% did not have an opinion. When there is over consumption of food, stress could be a driving factor behind it.
- About 55% of the respondents are appreciated for their work between 9-12 months and 30% between 6-9 months. About 10% between 3-6 months and 5% said between 1-3 months.
- About 45% of the respondent's boss reacts to discrepancies in work by advising to correct the flaw and about 30% spends time to explain the mistake about 15% said that reprimands before solution and 10% said corrects the flaw himself and lets you know. The majority of the respondents feel that their bosses deal with anydiscrepancies in a calm fashion aimed towards learning from the mistake.
- About 60% of the respondents have said yes to stress during performance appraisal and 40% have said no. Performance appraisal is a major source of stress.
- About 70% of the respondents have said yes to the way their grievance is handled and 30% have said no. The grievances are being handled in an effective way and do not seem to seem to be a cause for stress to the majority of the respondents.
- About 60% of the respondents have agreed that the performance reduces due to personal problems and 20% due to office politics.10% due to overload of work and the same for dissatisfaction of job. If possible, the employees have to be aided by the organization to deal with their personal problems in an effective manner.
- About 70% of the respondents deal conflict situations by getting into arguments and 20% walk out. About 10% diplomatically solve the problem. Therefore, stress busting exercises such as, Yoga and stress management classes can be conducted so that the employees respond to conflict situations in a more effective manner.

- About 60% of the respondents have said No to stress when they are not able to fulfill the social obligations and 30% have said yes. Therefore, employees do make time for social obligations.
- About 55% of the respondents have said yes for quick to anger and 45% have said no. Anger management classes can be conducted through the initiative of the company.
- About 80% of the respondents have said yes that discussing their problems helps deal the stress and 20% have said no. therefore, the availability of a professional counselor would be a boon to the employees.
- About 40% of the respondents have said that they get feedback from the superiors when a mistake is been committed. About 70% of the respondents said that sometimes not being clear about the objective causes stress about 20% said no about 10% said yes.
- About 80% of the respondents have said yes for conflict exits between departments and 20% have said no. Therefore, a better rapport has to be created between the departments.
- About 75% of the respondents felt about job entrusted said that under qualified 15% said that fits perfectly and about 10% said that they are over qualified. A job related educational program can be made available to the employees to make them feel that they are qualified for their jobs.

SUGGESTIONS

THE ORGANIZATION CAN TAKE THE FOLLOWING STEPS:

Create supportive organizational climate

This should be done by decentralized, participative decision-making structure where upward communication is more. More control over job is necessary.

Enrich the design of task

- Reduce conflict and clarify organization roles
- Plan and develop career paths and provide counseling

Awareness about new technology

The use of the computer and other software technology has been inevitable and necessary. Therefore all the officers should be exposed to computer related programs, which should be held on continuous and regular bases.

Counseling

The employees can be provided with a counselor who will help them deal with work related and personal problems, thereby helping in reducing the stress felt by them.

Educational program

As a majority of the employees feel that they are under qualified for their jobs, to avoid a feeling of inadequacy due to lack of a sufficient educational background, an educational program especially tailored to suit employees' job profiles can be made available.

Organizational get together

As the majority of the respondents feel that there is conflict existing between the departments, an informal get together would help in creating personal bonds between the various individuals belonging to the organization and this will definitely contribute towards better relations at the work place.

Stress management

The employees can undergo weekly sessions of Yoga and other such calming exercises in addition to stress and anger management classes, so that they are able to deal with stress in a more constructive manner. The organizational culture should be such that, innovative thinking is encouraged even if it leads to failed ideas, this also helps in bringing down the stress experienced by the employees.

CONCLUSION

Any organization aims to be successful. This success can be achieved through the employee's involvement and contribution. Successful people do not do different things but they do things differently.

This is evident in this organization as its success is mainly due to the fact that the company thinks their most valuable asset is their employees and employees have high level of commitment and involvement towards the growth of the company. The growth of the company reflects the growth of the company and vice versa.

From this study the researcher has carried out from the profile of respondents with whom there had been an interaction and from the data thus collected, researcher is fully convinced that the activities are being initiated and successfully pursued to reduce
job stress. These significantly contribute to the mutual benefits of the employees and theorganization.
It is observed that there is a variation in level of job stress depending on their marital status, years of experience and annual income, whereas, in work-related stress it depends upon their designation, age, and in inter-personal stress, it is depends upon their designation and nature of job. It was also found that despite many coping mechanism available proper time management and talking with friends is being used as the most preferred one and reading novels as the least preferred choice.

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