Volume-3, Issue-11, Nov Special Issue -2014 • ISSN No 2277 - 8160

Research Paper HRM

Late working hours: A Study on Stress of working women in ITES, Trichy & Chennai

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ABSTRACT

Role of women contribution to the national development is increasing rapidly. Women are working at home and as well as at offices. They face innumerable problems in their personal life and as well us in work life, which creates more stress on their mental ability, which is a challenge of every working woman. The work life stress hampers them and work life balance becomes difficult task for them. Women started working in almost all the departments including Army, Air Forces, Police departments, medical field, and engineering field for past three decades. Working in shifts became a common style of working for both men and women. Women working time in late hours or night shifts have impact on their life style and create more stress on them. The present research in progress is to identify stress factors affecting women working in ITES field in Trichy district who works in late hours and return home early mid night.

KEYWORDS : Stress on working women, Night shifts, Stress Management, work and life balance

INTRODUCTION

Stress is a predominant problem to all now a day as our life style has been changed. In this fast moving world, stress is becoming inevitable in every organization and ultimately it is establishing to the burnout. Burnout experienced as a state of physical, emotional and mental exhaustion (Pines and Aronson, 1988) as well as depersonalization and reduced personal accomplishment is the result of a process of attrition which highly motivated and committed individuals lose their spirit (Freudenberger, 1980).

Modern era is known as the "era of anxiety and stress" (Coleman, 1976). In every sector like public sector, private sector, banking sector and IT and ITES, it is common to see women are dominating category who works in all shifts. Women plays a vital role both work and family. Most women do not have responsibility only in one domain anymore; they have to balance the competing demands of both work and family domains (Bicaksiz, 2009)

STRESS

Today's age is called, "The Age of anxiety" and this century is called "The century of stress". Today vast majorities of people are in a state of stress. Their fast paced life style demands that they are raring to go always and are always under pressure to perform. This pressure usually leads to stress. Stress can be due to various reasons. Stress causes Tension, Depression, and Anxiety etc. Stress has become a major concern of the modern times as it can cause harm to employee's health and performance.

ITES Industry

Indian organizations process outsourcing (BPO) sector, including the domestic and exports segments continue to grow from strength to strength, witnessing high levels of activity both onshore as well as offshore. The companies continue to move up the value- chain to off higher end research and analytics service to their clients.

Employees of BPO work 24 hours in a day. Seven days a week. More often than not zealous BPO take on more work than they can handle forcing employees to work round the clock. Especially in case of working women, Situation is worst because her responsibilities are divided into two parts –house hold activities and the office.

REVIEW OF LITERATURE

Many job conditions caused stress among women. These job conditions include little control over work, role ambiguity and conflict poor relationship with co-workers and supervisors; heavy workload demands; Job insecurity and work that are narrow, repetitive and monotonous work and family balance issues, also can be stressors for women in the work place. On the other hand job stress has been linked with depression musculoskeletal disorders, cardiovascular disease and burnout (Abdullah et.al, 2008).

Occupational stress defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities resources or needs of the worker (Al –Hussami, 2008). From the definition, occupational stress is chronic conditions caused by situation in the workplace that might negatively affect an individual's job performance and their overall well being (Yahaya et.al, 2009).

There are many facets in working mother's lives that subject to stresses. They deal with home and family issues as well as job stress on a daily basis. Imbalance between work and family life arises due to a number of factors. Various factors appear to strengthen the brunt of pressure on women. Frequently household duty involves protecting family members, the sick Children and the sick elders. Work-family spillover is result of the performing multiple roles and this will be accused when the demands from family and home life, interfere with women's ability to perform effectively in the workplace. Having to juggle multiple roles and effect of the pressures from work on one's attitude and behavior with in the family also may lead to work-family spill over (Younkin, 2010)

In another study Ugwa (2010) investigated the multiple role stress sandwich generation female employees experience both at home and at the workplace and how the cope with such stress. 147 sandwich generation women participated in his study. Results showed that sandwich generation women who cared for the sick aged parents experience more stress than their counterparts. Stress has been attributed to various factors in the environment and within the Person (Kinman and Jones, 2005).

According to Korunka et al(1997), it was found that employees 'experience of stress, strain and dissatisfaction are influenced by contextual factors at the organizational level. Information technology, job characteristics and external workload lead to stress and dissatisfaction.

RESEARCH METHODOLOGY

3.1 Objectives

To identify the Impact of stress due to Night Shifts among working women in ITES.

To identify the relationship between Impact of stress due to dependency, Night threads and disturbance to the family

Hypothesis

Based on the objectives following hypothesis were formed,

H_{01} There is no significant relationship between Impact of stress and dependency on others.

H_{a1} There is a significant relationship between Impact of stress and dependency on others.

H_{02} There is no significant relationship between Impact of stress and night threads

H_{a2} There is a significant relationship between Impact of stress and night threads

H_{03} There is no significant relationship between Impact of stress and family disturbance

H_{a3} There is a significant relationship between Impact of stress and family disturbance

3.3 Population for the study

The Population for the Present study is working women in ITES industry at Trichy and Chennai. Research questions were formulated and drawn from previous presented theories and conclusions about stress on working women. The sample size is 34 and convenient sampling method was used for the sample selection. Email questionnaire has been created and sent to the Participants.

3.4 Tools used

The Questionnaire intent to investigate the impact of stress on working women consists of 5 items. The reliability of variables was determined with the use of Cronbach's The value of Cronbach's alpha for these responses was calculated to be .703 which is an indicator of good consistency (Nunnally, 1978). Other tools used for the study are descriptive analysis correlation analysis and regression analysis using SPSS.

DATA ANALYSIS AND INTERPRETATION

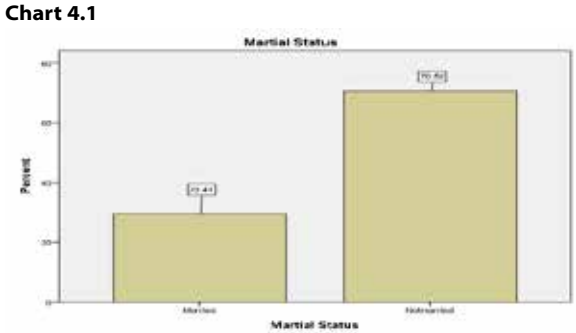
The Selected variables for the analysis were impact of stress, dependency on others for mutation to the working place for night duties, night threads stress, disturbance to the family and role of family support.

Table 4.1: Percentage table for Age

Age	Percentage
20-25	52.9
26-30	32.4
31-35	8.8
36-40	5.9

From the table 4.1 it is understood that 52.9% of the respondents are falling under age group 20-25, 32.4 % of the respondents are falling under age 26-30, 8. 8% of the respondents are falling under age 31-35 and 5.9 % of the respondents are coming under the age 35-40. This reveals that most of the respondents are very young in the age group of 20-30.

Chart 4.1



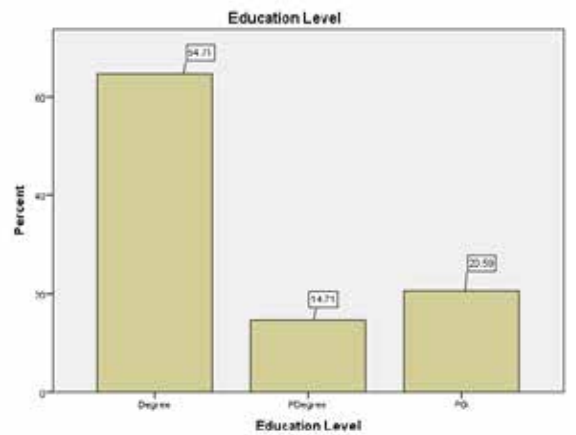
From the chart 4.1 it is understood that 70.6% of the respondents were unmarried and 29.4% of the respondents were married. Higher percentage 70.6% shows that most of the respondent of the samples are not married.

Table 4.2: Percentage analysis table for Mode of travel

Mode of travel	Percentage
Own vehicle	20.6
Cabs	67.6
Dependent Vehicle	11.8

From the table 4.2 it is known that 67.6% of the respondents use cabs, 20.6% of the respondents use own vehicle and 11.8% depending on their relations for the mutation. It reveals that most of respondents (67.6%) used cabs for their mutation.

Chart 4.2



The chart 4.2 shows that the educational level of the respondents 64.71% are degree holders, 14.71% are professional degree holders and 20.59% are post graduates. Higher Percentage shows that (64.71%) most of the respondents are the degree holders.

Chart4.3: Impact of Stress



From the chart 4.3 it is interpreted that 32.35% respondents are strongly agree and 20.59% respondents are agree that there is a impact of stress on working women 32.35% respondents are strongly disagree, 8.824% disagree and 5.882% is neither agree and nor disagree on it. It is interpreted that more than half of the respondents agreed that there is a impact of stress on Working Women while remaining 40% disagree on it.

Relationship between impact of stress and dependency on others

To identify the relationship between Impact of Stress and depending others Hypothesis Ho1 and Ha1 were formulated and regression analysis was done on the variables.

Table 4.3

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.875[a]	.766	.759	.793
a. Predictors: (Constant), Depending on others creates stress				

Table 4.3 shows that R^2 value indicates that 76.6% of the variance in impact of stress increase when depending on others increases is explained by changes in the variables dependency on others.

Table 4.4: ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	65.883	1	65.883	104.798	.000[b]
	Residual	20.117	32	.629		
	Total	86.000	33			

a. Dependent Variable: Impact of Stress
b. Predictors: (Constant), Depending on others creates stress

The ANOVA table 4.4 indicates the regression is statically significant (F (1, 33) =104.798, P<.0001). The F test tests that Ho:β1=0 vs Ha :β1 ≠0 shows that clearly there is strong evidence against Ho. The equation for the model using the least square criterion is y=.276 +.955x. The test of H_{o1}:β1=0 vs H_{a1}:β1≠0 is a t-test (t=10.237 with 32 df). The p value is <.0001 and therefore we have strong evidence against Ho1. Depending on others creates stress on working women.

From the analysis we reject null hypothesis Ho1 that there is no significant relationship between Impact of stress and depending on others and thereby we accept the alternative hypothesis Ha1 That there is a significant relationship between Impact of stress and depending others

Relationship between Impact of Stress on Night threads
To identify the relationship between impact of stress and night threads hypothesis H_{o2} and H_{a2} were formulated and regression analysis was done on these variables.

Table 4.5
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.851a	.724	.715	.861

a. Predictors: (Constant), Night threads creates stress

Table 4.5 shows that R2 value indicates 72.4% of the variance in impact of stress is explained by changes in the variables night threads.

Table 4.6

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	62.264	1	62.264	83.941	.000[b]
	Residual	23.736	32	.742		
	Total	86.000	33			

a. Dependent Variable: Impact of Stress

b. Predictors: (Constant), Night threads creates stress

The ANOVA table 4.6 indicates the regression is statistically significant F (1, 32) =83.941, p<.0001). The F test tests the H_{o2}:β1=0 vs Ha: β1≠0. Clearly there is strong evidence against Ho. The equation for the model using the least square criterion is y= .118 +.916x. The test of H_{o2}:β1=0 vs H_{a2}:β1≠0 is at t-test (t=9.162) with 32 df) The p-value is <.0001 and therefore we have strong evidence against H_{o2}. Night threads increases stress on working women.

From the analysis we reject null hypothesis H_{o2} that there is no significant relationship between impact of stress and night threads, thereby we accept the alternative hypothesis H_{o2} that there is a significant relationship between impact of stress and night shifts.

Relationship between Impact of stress and family is disturbed
To identify the relationship between impact of stress and disturbance to family hypothesis H_{o3} and H_{a3} were also formulated and regression analysis was done on these variables.

Table 4.7

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.562[a]	.316	.295	1.356

a. Predictors: (Constant), Family is disturbed

Table 4.7 shows that R^2 value indicates that 31.6% of the variance in impact of stress is explained by changes in the variables "family is disturbed".

Table 4.8

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	27.169	1	27.169	14.778	.001[b]
	Residual	58.831	32	1.838		
	Total	86.000	33			

a. Dependent Variable: Impact of Stress

b. Predictors: (Constant), Family is disturbed

The ANOVA table 4.8 indicates the regression is statistically significant (F(1,32) =14.778,P<.0001). The F test tests that H_{o3}:β1=0 vs H_{a3}:β≠0. Clearly there is strong evidence against Ho3. The equation for the model using the least square criterion is y= 1.193 + .591x. The test of H_{o3} :β1=0 vs H_{a3}:β1=0 is a t-test (2.276 with 32 df). The p value is <.0001 and therefore we have strong evidence against Ho3. When Family disturbance increases it increases stress on working women.

From the analysis we reject null hypothesis H_{o3} there is no significant relationship between impact of stress and family is disturbed, thereby we accept the alternative hypothesis H_{a3} that there is a significant relationship between impact of stress and family disturbance.

CONCLUSION
Impact of stress is identified as a major problem. Dependency on others for the mutation to the work place for night shifts increase stress on working women. Night threads also have impact on working women by increasing them implicit stress in mind. Disturbance to the family due to night working hours also increases in stress in working women

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