



A Study to Analyse the Factors that Influence Stress Among Public Sector Employees

*Chithra Mohan. K

* Research Scholar, Kerala University Library, University Of Kerala, Kerala.

ABSTRACT

Bureaucracy has always had an eminent and special place in the Indian society. They are the ones who have kept the wheels of government machinery moving, acted as agents for fulfilling the policy of party in power and provided stability to the administration though the governments may be changing. Today we can see a lot of women working in different government departments who are well qualified and are performing well in spite of their busy life schedule. In this light, in the present study an effort is made to identify the factors that causes stress on the women employees of Kerala State Government in Trivandrum district... The result shows that married women employees have relatively higher degree of stress as compared with unmarried ones. The implications of the findings of the study are also discussed.

Keywords : Stress, Family and Occupational, Time Management

INTRODUCTION

The world of work and business has undergone a paradigm shift in the recent past. While IT revolution, globalization, liberalization, free trade etc. are seen at the macro level, moving towards urbanization, demand for technical education, increased number of women in higher education and employment etc. are the typical features at the national level. One of the major consequences of these changes is an increased concern for the boundary between employee work and non-work lives (Hochschild, 1997). Due to the fact that more women are joining the workforce dual career couples are becoming increasingly common (Moorhead, Steele, Alexander, Stephen and Duffin 1997). In addition, today's workforce is a mosaic of different genders, ages, races, ethnic groups, religions marked by varied lifestyles (Esty, Griffin & Schoor Hirsch, 1995). Remarkable demographic and social changes mean a host of new challenges for today's workers as they struggle to cope with the often competing pressures of work demands and personal responsibilities. Bureaucracy has always had an eminent and special place in the Indian society. However, in recent years, image of the government organizations and its employees has undergone change, and in the process some organizations are being labeled as ineffective and indifferent. Some are often criticized as being inefficient, achieving low performance standards, being too impersonal and dehumanizing in dealing with individuals. As a result majority of women employees in government organizations are under severe psychological strain causing growing feeling of stress among them. Dynamics of stress among women in nontraditional sectors are different hence it is the need of the hour to analyze it.

REVIEW OF LITERATURE

To the individual, effects of stress get manifested as minor complaints of illness, serious ailments such as heart disease, or social problems such as alcoholism and drug abuse, A family suffers indirectly from the stress problems of one of its members- in the form of unhappy marriages, divorces, and spouse and child abuse. Studies of stress-related illness and death show, stress is taking a high toll on productivity and health (Cooper, 1996, Sutherland and Cooper, 2000). Increasing pace of life, stress is increasingly implicated in a range of illness. Cooper and Quick (1999), cited that in the developed world, stress is directly implicated in four cases (heart diseases, strokes, injured and suicide and homicide) and indirectly involved in a further three (cancer, chronic liver-disease and bronchial complaints emphysema. The present

study aims at investigating women employees serving in the government sector and to analyze how they perceive their occupation and whether they are affected by stress.

The table below shows the physical and behavioral symptoms of stress.

Table NO 1: Physical and Behavioral Symptoms of Stress

Physical Symptoms of stress	Behavioral symptoms of stress	Ailments with stress
Lack of appetite	Constant irritability with people	Hypertension: high blood pressure
Craving for food when under pressure	Feeling unable to cope	Coronary thrombosis: heart attack
Nail-biting	Difficulty in making decisions	Migraine
Nausea	A feeling of having failed as a person or parent	Depression
High blood pressure	A feeling of being a failure	Menstrual difficulties
Head aches	A feeling of having no one to confide in	Rheumatoid arthritis
Tendency to sweat for no good reason	A intense fear of open or enclosed spaces, or of being alone	Constipation

STATEMENT OF THE PROBLEM

To study the relationship between stresses at work among women employees of Kerala state government in Trivandrum district.

OBJECTIVES

1. To understand the concepts of Stress at work among the employees.
2. To study the influences of the various variables that causes stress.

HYPOTHESES

1. There is no relationship between the identified variables and stress among the employees.
2. There will be no difference in the stress level irrespective

of their marital status.

RESEARCH METHODOLOGY

On the basis of convenience sampling technique 10 Kerala state government departments were selected and from these 30 women employees were selected. The selected departments are Agriculture department, Animal husbandry, Archaeology Department, Civil Supplies, Dairy Development, Fisheries Department, Industrial Training, Kerala Police, Social Welfare, and State Central Library

SAMPLE

The sample consisted of 30 women employees of which -15 married and 15 unmarried. With the help of a questionnaire responses were collected and using SPSS (12.0 version) analysis had been done.

RESULTS AND DISCUSSION

In the present study an attempt is made to examine the correlation between different variables and also to analyze its relationship with stress felt by the women employees. 'Stress' word has been borrowed from physics and mechanics where it means the physical pressure exerted upon, and between parts of body, when deformation occurs as result it is called strain. Stress is any change in your normal routine or health. Stress occurs when bad things happen, as well happy things. Getting a raise or a promotion is stress, just as getting fired from job is stress. Stress is basically an adaptive to respond to a situation that is perceived as challenging or threatening to the person's well-being. It is person's reaction to a situation, not the situation itself. Moreover, we experience stress when we believe that something will interfere with our need fulfillment. Lack of job security, fear of redundancy, obsolescence or retirement, and numerous performance appraisals can cause pressure and strain. In addition, the frustration of having reached one's career ceiling or having been promoted can result in extreme stress. For many workers, career progress is highly important. Through promotion, people not only earn more money, but enjoy increased status and new challenges. If there is no proper balance between work and family women employees will face stress and their job involvement comes down. Likewise married women are likely to be more stressed than unmarried women.

FINDINGS

One of the objectives of the study is to analyze the relation-

ship among the variables of the study. Table 2 depicts the correlation among the different variables of the study.

The results of the correlation analysis show a significant positive correlation between stress and three independent variables; work overload, unsafe work conditions and personal problems. A negative correlation was observed between stress and the other three independent variables; self-perception, poor interpersonal relations and time management. Earlier research by Bruke and Greenglass,(1987); Eckenrode and Gore,(1990); Greenhaus and Beutell,(1985)have also observed the negative correlation between Occupational related factors and stress implying that individuals with low degree of work life balance tend to experience higher degree of stress.

In summary, when the employees face work overload and when the work conditions are unsafe and when the employees face personal problems they will face higher levels of stress.

The second hypothesis was stress among the employees will be the same irrespective of their marital status. Using one way ANOVA this was analyzed and it can be seen that the null hypothesis is rejected, the stress among the women employees is not the same based on their marital status. Unmarried women are relatively lower levels of stress. Table 3 depicts the Anova results. The parental status of the employees also has an effect on the study; the employees who have children tend to have higher degree of stress.

RECOMMENDATIONS/SUGGESTIONS

1. Plan activities to reduce or eliminate stressors
2. Plan activities so that stressors come at times when they are easier to handle or tolerate.
3. Learning to relax between activities.
4. Improving quality of work life.
5. Interpersonal relationship needs to be enhanced.
6. Learn to treat stress as a challenge.

SUMMARY AND CONCLUSIONS

In summary for maintain a good quality of work life the stress level of the employees need to come down. Employees are the asset of an organization and they need to be stress free to deliver their duties in an effective manner. With the help of this study a small attempt is done to analyze the relationship between work life balance, stress and work alienation.

APPENDICES

TABLE NO2: SHOWING THE CORRELATION AMONG THE VARIABLES

		Self-Perception	Interpersonal Relations	Work Overload	Unsafe Work Condition	Personal problems	Time Management	Stress
Self-Perception	Pearson Correlation	1	.464**	-.089	-.036	-.055	.117	-.036
	Sig. (2-tailed)		.010	.640	.850	.775	.539	.850
	N	30	30	30	30	30	30	30
Interpersonal Relations	Pearson Correlation	.464**	1	.356	-.036	-.055	.117	-.036
	Sig. (2-tailed)	.010		.053	.850	.775	.539	.850
	N	30	30	30	30	30	30	30
Work Overload	Pearson Correlation	-.089	.356	1	.067	.272	-.218	.067
	Sig. (2-tailed)	.640	.053		.724	.146	.247	.724
	N	30	30	30	30	30	30	30
Unsafe Work Condition	Pearson Correlation	-.036	-.036	.067	1	.522**	-.455*	1.000**
	Sig. (2-tailed)	.850	.850	.724		.003	.012	.000
	N	30	30	30	30	30	30	30
Personel problems	Pearson Correlation	-.055	-.055	.272	.522**	1	-.802**	.522**
	Sig. (2-tailed)	.775	.775	.146	.003		.000	.003
	N	30	30	30	30	30	30	30
Time Management	Pearson Correlation	.117	.117	-.218	-.455*	-.802**	1	-.455*
	Sig. (2-tailed)	.539	.539	.247	.012	.000		.012
	N	30	30	30	30	30	30	30
Stress	Pearson Correlation	-.036	-.036	.067	1.000**	.522**	-.455*	1
	Sig. (2-tailed)	.850	.850	.724	.000	.003	.012	
	N	30	30	30	30	30	30	30

TABLE NO3: SHOWING THE RESULT OF ONE-WAY ANOVA.

Stress					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.362	1	2.362	16.800	.000
Within Groups	3.938	28	.141		
Total	6.300	29			

REFERENCES

1. Baruch, Yehuda, O'Creedy, Mark Fenton, Hind, Practica, (2004), "Prosocial behavior and job performance: Does the need for control and the need for achievement make a difference", International Journal of Social behavior and Personality, Vol. 32, No. 4, pp. 399-412. | 2. Cooper C.L., Jackson, S., (1997), "Creating tomorrow's organizations: a handbook for future research in organizational behavior". John Wiley & sons, New York. | 3. Dex S., Bond S., (2005), "Measuring work-life balance and its covariates", Work employment and society, Vol 19, No.3, pp. 627-637. | 4. Hayman J, (2005), "psychometric assessment of an instrument designed to measure work life balance" Research and practice in human resource management, Vol. 13, no.1 pp. 85-91. | 5. Hochschild A.R. (1997), "The time bind: when work becomes home and home becomes Work" Henry Holt & company, New York.