

## **A Study on the Factors Affecting the Occupational Stress among Married Working Women's of Private Sector**

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### **Abstract**

*Occupational stress is inevitable in the workplace and has become a global issue which has attracted much attention in recent times. The privatization and globalization steps of the government have increased the intensity of occupational stress in Private organizations. The working environment in private organizations has totally changed. There is no such thing as stress-free job. Everyone in their work is uncovered to tension and distress as they get through the duties assigned to them. The need for bigger target achievement; increased working hours, rigid supervision, etc. has increased the stress level of employees, especially women employees. A survey in 2007 by the Associated Chamber of Commerce and Industry of India also reported that work-related stress and mental fatigue is affecting the Indian employees (www.assochem.org). In such an environment, it becomes the responsibility of the employing organizations and the individual to identify the job oriented factors affecting the stress at the workplace Also an attempt is made to identify the different stress management activities for reducing the occupational stress among working women's in a private organization.*

**Key words: occupational stress, working women, job oriented factors, stress management**

### **I.INTRODUCTION**

Stress is universal and necessary in daily life. The experience of workplace stress has been managed to a large amount of research and significance in the topic shows no decrease. Workplace stress has become a major challenge facing organizations and now becoming the global issue which is affecting all countries, all categories of employees and societies. It is now generally accepted that increase or excessive stress can have an influential negative effect on individuals' psychological and physical well-being. Recently, there has been a conversion from manufacturing to the service sector and this industry change has brought about a transformation in demographic profiles of the world's workforce. The responsibilities of people have enlarged tremendously in taking care of their children, parents along with job responsibilities. There are numerous two-income families, and higher women's are in employment now than before. The psychological demand located on individuals has led to an increase in the popularity of stress.

Stress in the present scenario is considered to be common and people in almost all walks of life experience stress to a very great extent. Due to the blow of globalization the effect of Stress in this age of global competition, high technology speed and consumerism is found to be increasing at a faster rate. Taking its cost on the physical and

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psychological health of the employees, especially the managers, it is also found to be affecting the productivity and functioning of an organization. The direct and indirect price related to stress is found to be even greater. Due to its cost, the analytical significance of a stress-free work life has been recognized. Work stress is studying to involve individuals" psychological and physical health, along with organizations" effectiveness, in a conflicting manner. Workers who are stressed are also more likely to be weak, poorly motivated, less productive and less safe at work. The impact of stress-free work atmosphere on the competitive advantage of the organization cannot be underestimated. Researchers carried out in the Indian perspective support the fact that work- related stress and mental fatigue is found to affect the Indian employees at the managerial cadre to a very great extent. In such an environment, it becomes the responsibility of the employing organizations and the individual to identify the causes of stress at the workplace and make efforts to reduce them for the effectiveness and efficiency of both individuals as well as the organization.

### **II.REVIEW OF LITERATURE**

Srivastava & Verma, (2008) observed the effect of education and experience on the stress level among married women professionals -Organizational Role Stress among Women in Private Sector. They compared the level of stressors among married and unmarried women. The study consisted the sample from eight different private sector organizations. The standardized ORS scale (by Udai Pareek) was used which measures 10 role stressors, on a 5-point scale containing five items for each role stress and a total of 50 statements. The ten role stressors being Self role distance, Inter role distance, Role Erosion, Role Overload, Role Stagnation, Role expectation, Role Conflict, Role Ambiguity, Resource Inadequacy, Role Isolation and Personal inadequacy. Hashami HA, Khurshid M, Hassan I (2007) observed that working married women have to face new obstacles in their lives like they experienced more stress and distress as compared to non-working married women. Abdulla et al., (2011) examined a study on -Stress Coping Strategies: An Experiential Exploration Of Bank Executives to identify individual coping strategies (effective and ineffective) used by the bank Executives to enact stress, to identify the coping dispositions employed by the organization to reduce stress among the employees/Executives and to suggest workable stress reduction strategies which Executives/ organization could use to lower stress levels in the banking sector. The study covered a sample of around 159 Executives/ respondents selected through stratified random sampling from J&K bank. The sample consisted of scale I/Associate Executives, scale II/Executives, Scale III/Senior Executives and scale IV/Executive Manager working at different hierarchical levels at different places across J&K.

### **III.OBJECTIVES**

1. To identify the job factors affecting the occupational stress among married working women's in private organizations.

2. To identify the different stress management activities for reducing the occupational stress among the women employees

#### **IV. RESEARCH METHODOLOGY**

This study makes utilization of both the primary and secondary data. The primary data will be collected by using survey and through a pre-designed and structured questionnaire. The sample size for the study will be 100 participants and they will be selected on random basis and respondent will be from Noida, Ghaziabad. Out of the 100 respondents, equal weight age is attributed to both the private sectors Banks and BPO's by collecting data from 50 respondents each. Various statistical tools like Percentage and Mean Score will be used. Descriptive technique and casual research design will be used. The secondary data was collected from following sources to build the research framework and review of the literature: a).Internet Sources. B). Manuals and Journal research articles.

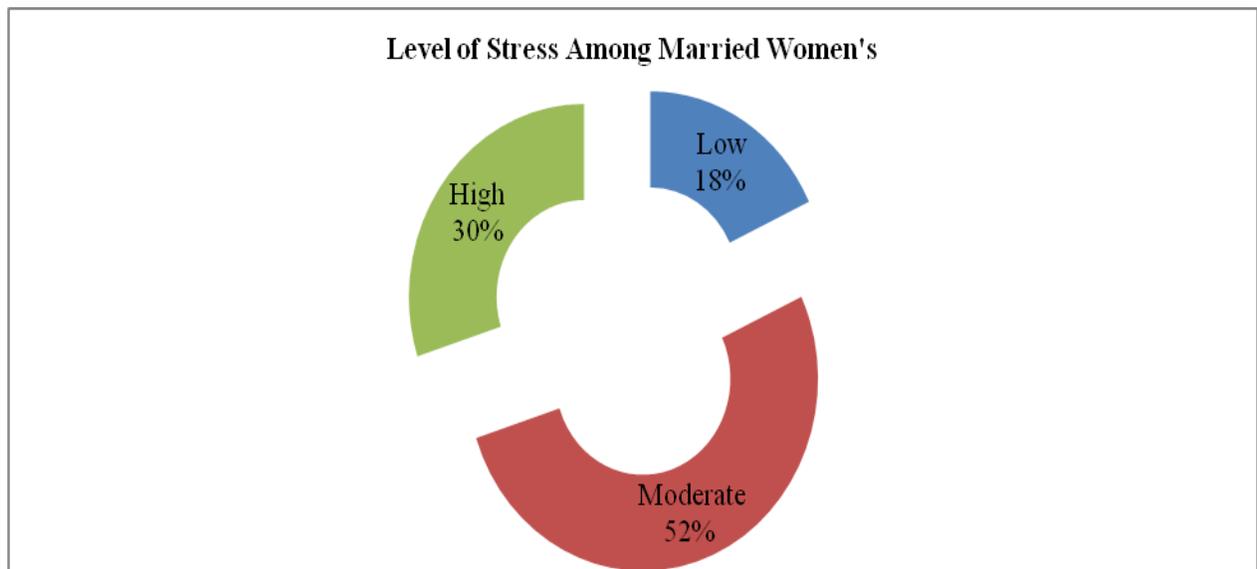
#### **V. DATA ANALYSIS AND INTERPRETATION:**

Both qualitative and quantitative analysis and interpretation of data are made in this study on the basis of the nature of the data and this has been presented below in the tabular form and with graphical representation.

**Table1: Classification of level of Stress**

<b>S.NO</b>	<b>Category</b>	<b>No. of Respondent</b>	<b>Percentage (%)</b>
1	Low	18	18
2	Moderate	52	52
3	High	30	30
	Total	100	100

Source: Primary data



**Table 2: Age and occupational stress of married women's in Private sector.**

Age	Low N (%)	Moderate N (%)	High N (%)	Total
21-30yrs	<b>10(58.8)</b>	3(17.64)	4(23.52)	17
31-40yrs	3(7.14)	19(45.23)	<b>20(47.61)</b>	42
Above 41 yrs	5(12.19)	<b>30(73.17)</b>	6(14.63)	41
Total	18	52	30	100

Source: Primary Data

**Table 3: Experience and occupational stress of married women's in Private sector.**

Experience	Low N (%)	Moderate N (%)	High N (%)	Total
5-10 yrs	9(18)	25(50)	<b>16(32)</b>	50
11-15 yrs	<b>6(20)</b>	14(50)	8(28.57)	28
Above 15 yrs	3(13.63)	<b>13(59.09)</b>	6(27.27)	22

Total	18	52	30	100
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Source: Primary Data

Table 1 represents the level of occupational stress of married women working in the private sector. Out of a total of 100 employees, 18% had low stress, 52% had moderate stress and 30% were highly stressed. These results show that majority of working women's were moderately and highly stressed. The data collected on respondents age group shows that a majority of the employees within the 31-40 age group recorded the highest (47.6) % level of occupational stress while those between the ages of 41 years and above the experienced moderate level of occupational stress. It could be identified from the table 3 that the percentage of high level of stress was the highest (32%) among the married women's of having 5-10 yrs experience, but the majority of those who have 15 years and above experience, tend to have a moderate level of stress recording 59.0%.

**Table 3:**

**Mean value of different type of the job factors affecting the occupational stress among married working women 's**

<b>Job Factors affecting the occupational stress</b>	<b>N</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Mean</b>	<b>Std. Deviation</b>
1. Overloads of Work	100	1.00	5.00	<b>3.8900</b>	1.11821
2. Lack of Power and Influence	100	1.00	5.00	<b>4.0200</b>	.92091
3. Inadequate Guidance and Backup from Superior	100	1.00	5.00	<b>3.4500</b>	1.22578
4. Ambiguity in the name of job role	100	1.00	5.00	<b>3.4400</b>	1.12205
5. Inadequate and Poor Quality of Training	100	1.00	5.00	2.7200	1.22334
6. Conflicting Job Task	100	1.00	5.00	<b>3.7000</b>	1.12367

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7. Long Working Hours	100	1.00	5.00	<b>3.7000</b>	1.15032
8. Lack of Encouragement from Superior	100	1.00	5.00	2.9700	1.29845
9. Job Rotation at the Work Place	100	1.00	5.00	<b>3.3300</b>	1.09226
10. Lack of Autonomy in Work	100	1.00	5.00	2.6500	1.13150
Valid N (list wise)	100				

### Source: Primary data

It is found from the analysis that overloads of work, lack of power and influence, Inadequate Guidance and back up from superior, Ambiguity in the name of job role, Conflicting job task, Long working hours, Job rotation at the workplace are the main job oriented factors affecting the Occupational stress among married working women's. On the other hand, inadequate and poor quality of training, lack of encouragement from superior, lack of Autonomy in work is generally not the factors affecting the Occupational stress among married women's of Private sector.

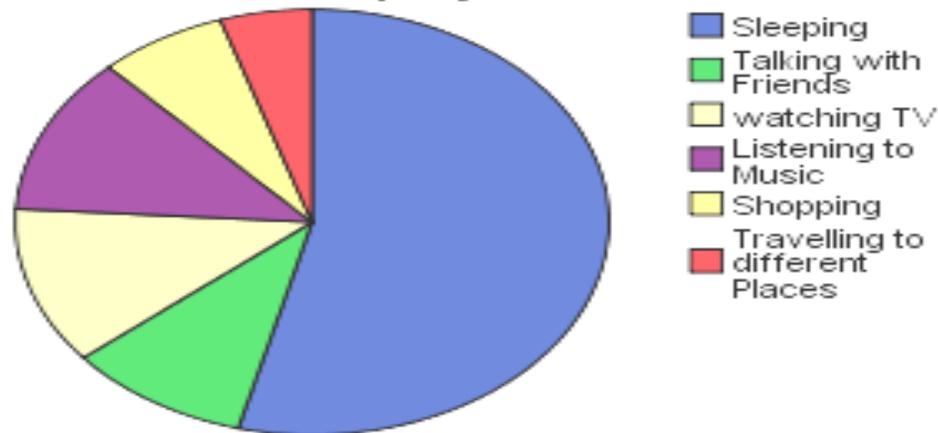
**Table 4:**

### Different Stress Management Activities as Responded by the Married Women's Employees

Different Stress Management activities	Frequency	Percent	Valid Percent	Cumulative Percent
Sleeping	54	54.0	54.0	54.0
Talking with Friends	10	10.0	10.0	64.0
Watching TV	12	12.0	12.0	76.0
Valid Listening to Music	12	12.0	12.0	88.0
Shopping	7	7.0	7.0	95.0
Travelling to different Places	5	5.0	5.0	100.0
Total	100	100.0	100.0	

Source: Primary data

### Different Stress management activities as Responded by the women employees



Source: Survey Data

From table -4 and its graphical representation it has been seen that all the selected married women's (54%) used to sleep since getting relief from the occupational stress, 12% of female teachers watch TV and listen to music as stress management activities, 10% talk with friends, 7% do shopping and 5% of them take travelling as stress management activities.

## VI. DISCUSSION

The finding of the study revealed that there is a significant relationship between the level of women, occupational stress with Age, and Experience. The Result shows that the age of the working women has a strong relationship with their stress levels. Wherein the respondents of age above 31 years experienced more stress than other age groups. This reflects that higher the age of women employees, higher is their occupational stress. This result may be due to the fact that, middle age employees form an integral part of the working population and are poised to work harder to earn a living and therefore stress related roles may have been delegated to these 'fresh blood' employees. Further, the respondents with 5-10 years working experience predicted a higher level of stress as compared to others. This finding suggests that as women employees grow in work experience she witnesses more occupational stress by virtue of additional responsibilities and work pressure. Many studies have identified that employees working with organizations for a long time face higher occupational stress. This study is intended to find out the Job factors influencing occupational stress among married women working in private sector Banks and BPO's in Noida and

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Ghaziabad district. Major factors that affect the occupational stress on married women are overloads of work, lack of power and influence, Inadequate Guidance and back up from superior, Ambiguity in the name of job role, Conflicting job task, Long working hours, Job rotation at the workplace. While other factors like inadequate and poor quality of training, lack of encouragement from superior, lack of Autonomy in work are generally not a source of occupational stress among married women's. In the present ever-changing dynamic globalized scenario, women employees are exposed to various kinds of stresses that reduce their performance. Thus, the growing importance of Interventional strategies is highly felt at the organizational level to reduce the stress level of employees in order to maximize their performance through ensuring a better quality of work life. Also, it is proved from the study that the majority of the women employees is sticking on to this job due to status and pay in the Private sector. Also, if they get a chance, they are ready to quit their job due to the impact of stress level and prefer teaching job Compared to all other jobs. Also, everybody likes to have some stress releasing measures in their workplaces like yoga, meditation, and counseling. Etc.

### **VII. CONCLUSION**

A majority of the female employees faces serious stress-related ailments and a lot of psychological problems. Hence, the management must take several drive in helping their female employees to overcome its destructive effect. As stress in the Private sector is mostly due to a surplus of work pressure and work-life imbalance, the organization should support and energize taking up roles that support them to balance work and family. The married women's are performing their dual role of housewife and office staff in their career. Both management and employees need to understand the effects of work stress, the relationship between stress and performance and the source of stress in the industry. So to ensure the health of the workforce, decrement in occupational stress is a worthwhile time investment in industries as it will only stand to enhance the quality of work in the Private sector. The best corrective actions to control stress have been categorized under the three heads as 'Change of Thinking' by restraining thoughts and by developing positive thinking, Change of Behavior' by being assertive, following proper time management, developing a sense of humor and getting changed and distressed from the problem causing the stress. 'Change in lifestyle' dieting, exercising, drinking more water, pet therapy, meditation, yoga, deep breathing, taking a long walk and imagery, hydrotherapy, music therapy, sound sleep, etc. Thus, beyond a take-charge approach and a positive attitude, one can lower stress in life by making healthy lifestyle choices and taking care of oneself. If time can be modified regularly for comfort and relaxation, one can be in a better place to handle life's stresses when they necessarily come.

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