



ISSN: 2690-9626
Vol. 1, No.1, March 2020

JOB RELATED STRESS AMONG WORKING WOMEN

Kichu Kurian¹, M.B. Saikrishna²
^{1,2nd} M.Com, Christ College, Irinjalakuda, Thrissur, India
Email: kichu_kurian@gmail.com

Abstract: *This article analysis the job related stress among working women.*

Keywords: *job, women, stress, Science and Technology.*

INTRODUCTION

"Stress is nothing more than a socially acceptable form of mental illness", famous quote by Richard Carlson.

Modern era is the era of Science and Technology where everyone is striving to excel in their field at workplace. In this modern era, stress has become a universal phenomenon. Stress is the Psychological and Physiological reaction that takes place when one perceives an imbalance in the level of demand placed on the capacity to meet that depends on individuals. Every person wants more and more for the attainment of pleasure due to this increased competition and this generates stress among people. Among the group of women, there is diversity of values. Working women have different values than non working women and other adult women. Rapid changes in traditional values, life styles and competitiveness are the few factors that have changed the whole environment. The change in environment has encouraged and motivated the women for the search of work outside the home which creates stress in women.

The attitudes of educated women have considerably changed particularly with regard to marriage and their own status. More and more women consider self respect and the development of personality as necessary goals of life. Many factors have constituted to the improvement in the status of women. The scientific and technological progress all over the world has accelerated the process of change in the position of women in India also. The change in the structure of the economy through industrialization offers greater role for women in productive function. "Professionalism among women all over the world is still young Societal expectations and their entrusted roles for women made them far behind in taking to profession. As a result, women's opportunities in various professions remained limited. Therefore it is pertinent that women must be equipped to cope with the new demands and increase their awareness, resources and opportunities for effective participation and decision making.

STATEMENT OF THE PROBLEM

In modern society, there is a great need for research on working women, especially concerning the impact and occurrence of job stress. Hence there are many problems of working women in different fields. They face stress in managing the work life balance. It affects not only their physical health but also their mental well-being. Organisational factors of distress are developmental opportunity provided by management and recognition for hard work. It may be assumed that the problem of a working woman is not only the problem of overburden of duties, but is also the problem of her Psychological acceptance of the changed circumstances.

OBJECTIVES OF THE STUDY

- To study various factors that cause or contribute to stress among working women.
- To study about stress prevention methods used in organization
- To study the level of support extended by the organisation, family and social network to manage occupational stress of working women.

RESEARCH METHODOLOGY

This study is conducted among the working women with various jobs level in Aloor village. They are chosen on the basis of keeping in mind, the variation in age and type of occupation. This study is based on primary and secondary sources of information.

Primary Data

In this study primary data is collected by means of distributing questionnaires among 50 respondents in Aloor village by way of convenience sampling.

Secondary Data

For the purpose of the study secondary data is collected through the following mediums:-

- Articles from journals and magazines
- Information from reference books.
- Newspaper articles.

Tools for Analysis

The data collected for the study were classified based on various factors. The processing of data consists of classification, tabulation, coding and editing. The statistical tool used for analyzing and tabulation of data was percentage analysis, chi-square test and Likert scale.

LIMITATIONS OF THE STUDY

The study suffers from the following limitations:

- The survey is just confined to Aloor village only.
- The samples are selected through convenient sampling. So the study suffers all
- limitations of convenient sampling
- The sample size is restricted to 50 only

REVIEW OF LITERATURE

Adeline Broadbridge (2000) identifies the sources of stress among female managers in retail sector. Work overload, time pressure and deadlines, insufficient staff, long working hours are found to be sources of stress. It was suggested that female retail managers have to work harder to prove themselves to top management. Educational programmes, career planning, assertiveness training, confidence building and successful negotiation should be adopted to overcome stress.

Narayan S.J (2005) focussed on women in management and occupational stress. Organisational policies, structure, culture, factors intrinsic to job of management, quantitative and qualitative workload, leadership style, career development and individual characteristics are the sources of stress in work place. It was found that there is no significant variation in stressors experienced by women managers in public and private sector. Female skills and attitudes should be developed by brand managers. It was suggested that ecosystem approach should focus on individual, organisational and societal interventions be implemented to minimise occupational stress among working women.

Salmond, Susan. Ropis (2005) in their research work titled "Job Stress and General Well Being: A Comparative study of Medical Surgical and Home Care Nurses" concluded that, high stress leads to negative work environment that deprive nurses of their spirit and passion about their job. Key factors contributing to workplace stress include team conflict, unclear role expectations, heavy workload and lack of autonomy.

Coetzer and Rothmann (2006) in their article titled "Occupational stress of employees insurance company" analyzed that job insecurity as well as pay and benefits were the highest stressors in the insurance industry. They also assessed the relationships between occupational stress, ill health and organizational commitment

DATA ANALYSIS AND INTERPRETATION

LIKERT SCALE

Rensis Likert developed summated rating scale based on item analysis. Likert scale is also termed as summated instrumental scale. This means that the items making up a likert scale are summated to produce a total score. In fact, a Likert scale is a composite of itemized scale. It consists of a number of statements which expressed either a positive or negative attitude the object interest. It is designed to measure the intensity with which an attitude expressed. The respondent is asked to agree or disagree with each statement. Each response is given a numerical score to reflect the degree of favourableness.

level of satisfaction (Likert scale 5 point)

- Strongly agree-5
- Agree-4
- Neutral -3
- Disagree-2
- Strongly disagree -1

unfavorable physical work environment at workplace can cause stress

| Level of satisfaction | | | | | | | | | | |
|-----------------------|----------------|--------|-------|--------|---------|--------|----------|--------|-------------------|--------|
| | Strongly agree | | Agree | | Neutral | | Disagree | | Strongly disagree | |
| | No | Weight | No | Weight | No | Weight | No | Weight | No | Weight |
| Temperature | 19 | 95 | 14 | 56 | 6 | 18 | 10 | 20 | 1 | 1 |
| Dust | 10 | 50 | 19 | 76 | 9 | 27 | 12 | 24 | 0 | 0 |

| | | | | | | | | | | |
|-----------------------------|---|----|----|----|----|----|----|----|---|---|
| Infrastr ucture | 7 | 35 | 19 | 76 | 16 | 48 | 8 | 16 | 0 | 0 |
| Lack of Security | 6 | 30 | 15 | 60 | 13 | 39 | 16 | 32 | 0 | 0 |
| Noise level | 7 | 35 | 15 | 60 | 20 | 60 | 8 | 16 | 0 | 0 |

Calculation of mean and median

| Factors | Total Weight | Mean | Rank |
|-------------------------|--------------|------|------|
| Temperature | 190 | 3.8 | 1 |
| Dust | 177 | 3.54 | 2 |
| Infrastructure | 175 | 3.5 | 3 |
| Lack of Security | 161 | 3.22 | 5 |
| Noise level | 171 | 3.42 | 4 |

Interpretation:

From the above table it is clear that temperature has 1st position and lack of security is in the position while ranking. That is the major reason for the unfavorable physical work environment at workplace mainly due to temperature and lack of security is the least reason

Stress prevention methods

| | Strongly agree | | Agree | | Neutral | | Disagree | | Strongly disagree | |
|------------------------|----------------|--------|-------|--------|---------|--------|----------|--------|-------------------|--------|
| | No. | Weight | No. | Weight | No. | Weight | No. | Weight | No. | Weight |
| Time management | 17 | 85 | 25 | 100 | 8 | 24 | 0 | 0 | 0 | 0 |
| Realistic goal setting | 14 | 70 | 28 | 112 | 7 | 21 | 1 | 2 | 0 | 0 |
| Psychological fitness | 14 | 70 | 32 | 128 | 4 | 12 | 0 | 0 | 0 | 0 |

calculation of mean and median

| Factors | Total weight | Mean | Rank |
|------------------------|--------------|------|------|
| Time management | 209 | 4.18 | 2 |
| Realistic goal setting | 205 | 4.1 | 3 |
| Psychological fitness | 210 | 4.2 | 1 |

Interpretation :

From above the table it is clear that psychological fitness 1st position and realistic goal setting is in the last position while ranking . That is, the best prevention method is the psychological fitness.

CHI-SQUARE TEST

The chi-square test is one of the simplest and most widely used non parametric test in statistical work. The calculated value of chi- square test is compared with the table value of chi-square for given degrees of freedom at a specified level of significance. If the calculated value of the chi-square test is greater than table value ,the difference between theory and observation is considered to be significant. On the other hand ,if calculated value is less than the table value the difference between theory and observation is not considered significant.

The chi-square test is one of the most popular statistical inference procedures today. With the help of chi-square test we can find out whether two attributes are associated or not. The formula for computing chi-square test is :

$$\chi^2 = \sum (O - E)^2 / E$$

H : There is no association between demographic variable age and satisfaction level of women
Chi-square testing of association between demographic variable age and satisfaction level of women

Observed values

| Age | Satisfied | Neutral | Dissatisfied | Total |
|----------|-----------|---------|--------------|-------|
| 20-30 | 11 | 6 | 0 | 17 |
| 30-40 | 12 | 7 | 0 | 19 |
| 40-50 | 5 | 2 | 1 | 8 |
| Above 50 | 2 | 2 | 2 | 6 |
| Total | 30 | 17 | 3 | 50 |

Expected Values

| Satisfaction | Satisfied | Neutral | Dissatisfied | Total |
|--------------|-----------|---------|--------------|-------|
| 20-30 | 10.2 | 5.78 | 0.68 | 17 |
| 30-40 | 11.4 | 6.46 | .76 | 19 |
| 40-50 | 4.8 | 2.72 | .32 | 8 |
| Above 50 | 3.6 | 2.04 | .24 | 6 |
| Total | 30 | 17 | 2 | 50 |

| O | E | (O-E) ² | (O-E) ² /E |
|----|------|--------------------|-----------------------|
| 10 | 10.2 | .04 | .003 |
| 11 | 11.4 | .16 | .014 |
| 6 | 8.4 | .36 | .042 |
| 6 | 5.78 | .048 | .008 |
| 7 | 6.46 | .291 | .045 |
| 6 | 6.08 | .006 | .001 |
| | | | .113 |

$$\chi^2 = \sum (O - E)^2 / E = .113$$

$$\text{Degree of freedom} = (r-1)(c-1) = (4-1)(3-1) = 6$$

Table value at .05 level of significance = 12.592

Interpretation

Calculated value is less than the table value. Therefore we accept H_0 that is there is no association between demographic variable age and satisfaction level of women

FINDINGS

In this study, profile of working women, satisfaction with current job, working environment, factors influencing stress, causes of stress, stress management programmed, consequences of stress and level of support extended have been analyzed.

The key findings of each of these analyses have been furnished below.

- ✚ Analysis of age of working women revealed that most of them belong to the age group of 30-40 years. Most of them are doing permanent job rather than temporary set up.
- ✚ Income level denotes most of them have earned between 25,000-50,000. Majority of the respondents are married working women.

- ✚ Among 50 respondents, 40 percent of the respondents are graduates. Only 8 percent of the respondents come under higher secondary level. And 22 percent are having professional degree.
- ✚ As per the analysis, 60 percent of the respondents are satisfied with their present job and only 2 percent are dissatisfied. Minority of 4 percent are highly dissatisfied.
- ✚ Regarding the feeling of stress 78 percent agreed that they are subject to job related stress to some extent and 8 percent of the respondents are having stress to a great extent and 12 percent are not at all having stress at workplace.
- ✚ Among 50 respondents, 62 percent of them are satisfied with their working environment and conditions. 32 percent are in neutral at the same time 6 percent are dissatisfied.
- ✚ As per this analysis, majority of the respondents prefer work overload as a major reason over the other reasons. A remarkable 20 percent of the respondents argue salary package and 12 percent as job insecurity only a minor portion of respondents agree to the conflicts, lack of career progression and unrecognized performance and 8 percent says it as management policies.
- ✚ As per this analysis, it is clear that 42 percent of respondents face family problems as the factor that causes stress. 22 percent of the respondents are affected by the interpersonal skills. 18 percent are having financial problems where as 109 percent of the respondents having health problems. And 4 percent of them face poor communication problems.

Regarding the unfavorable physical environment, 38 percent of the respondents strongly agreed that temperature at work place is the cause of stress. 28 percent respondents agreed to it. 20 percent of the respondents strongly agreed that dust is the cause of stress.

- ✚ Regarding the unfavorable physical environment, 14 percent strongly agreed that infrastructure at work place is the cause of stress. 12 percent says that it is lack of privacy and 14 percent opined that noise level at workplace is the cause of stress,
- ✚ Majority of working women says that organization is not in favor to provide stress relief programmes and 38 percent of them are disagree with this statement. The 44 percent of them are disagreeing with the satisfaction towards stress management program in organization.
- ✚ From the analysis, majority of working women opted entertainment, social network support and interactive session as best stress relief methods and other than these, several other methods like Yoga and meditation are also specified in writing.
- ✚ It was observed that 84 percent of them are agreed that through the time management they can prevent the stress and other 84 percent agreed that realistic goal setting can also prevent stress. The 28 percent of them strongly agreed that physiological fitness also can prevent stress.
- ✚ From the analysis, it was found that the major consequences of stress include hypertension, change in behavior and offensive at work.
- ✚ The study also reveals that 20 percent of them strongly agreed that change in behavior is the consequence of stress. And 22 percent of them are disagreeing with this.
- ✚ The study states that 48 percent of them are agreed that lack of interest in family life is the consequence of stress. But 30 percent of them are disagreeing with this. And 52 percent of them says that offensive at work is the consequence of the stress and 28 percent are disagree with this.
- ✚ It was clear that the support from the family is the highest level of support while compared with the organizational support and social network support. 86 percent of them agreed that family support is the most important. And 74 percent agreed that it is organizational support.

- ✚ The study states that 48 percent of them are agreed that lack of interest in family life is the consequence of stress. But 30 percent of them are disagreeing with this. And 52 percent of them says that offensive at work is the consequence of the stress and 28 percent are disagree with this.
- ✚ It was clear that the support from the family is the highest level of support while compared with the organizational support and social network support. 86 percent of them agreed that family support is the most important. And 74 percent agreed that it is organizational support.

SUGGESTIONS

The following are suggestions from the findings of the study.

- ✚ Provide good and peaceful job atmosphere.
- ✚ It is essential that working women must be provided with peer support, favorable working environment, less working hours, proper supervision and training, assistance with child care and developing suitable policies to reduce stress.
- ✚ It is essential to provide stress relief programmes in organizations which will encourage the working women to do their work without any difficulty.
- ✚ It was suggested to give performance rewards for those who are outperforming in
- ✚ Organization which in turn leads to appreciation.

CONCLUSION

Work place Stress has been turned out to be the serious issue of the present century, Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards, performance appraisal, motivation and most prominently by not providing individuals with the autonomy to do their work. The occupational stress affects the working women in a multidimensional manner. Occupational stress reduces the growth of organizations and also creates a lot of health related problem. It is necessary to formulate policies by organizations in such a manner that occupational stress should not harm the employees. It is also essential to upgrade their skills and knowledge frequently in order to reduce the stress among working women. There is a need to support, encourage and motivate the women in order to reduce their stress at workplace. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution by way of continuous support, encouragement and motivation. It is the time to realize that working women significantly contributes towards economic and social development of the country. The growth of the working women should be looked upon from the perspective of family, state and national development. There is large number of factors responsible for stress such as uncertain political and economic conditions, urbanization and increases socio-economic complexities and other innumerable factors contribute to stress. The enormous increase of women in management field and workforce is the most outstanding phenomenon of our country. It becomes difficult for women to maintain balance between office work and family and women faces stress. Stress among women employees with dual career has become growing problem of workplaces and observed as the main cause of disturbances of working women and organization. Therefore to conclude, there is a need to formulate policies by organizations in such a manner that occupational stress should not harm the working women. There is a need to motivate the working women and to upgrade their skills and knowledge more frequently as soon as possible. Hence, a satisfying work environment and a healthy personal life are very important.

REFERENCES

1. Salmond, Susan; Ropis, PatricaE.. "Job Stress and General Well-being: A Comparative Study of Medical-Surgical and Home Care Nurses", MEDSURG Nursing, Oct2005,
2. Coetzer, w. J; Rothmann, S. "Occupational stress of employees in an insurance company", South African Journal of Business Management, Sep2006, Vol. 37 Issue 3, p29-39, 11p.
3. Narayan, G. S. (2008). "Women in Management and Occupational Stress", Agenda Feminist Media, Vol. 65, pp. 83-94.