

A STUDY ON STRESS FACED BY EMPLOYEES AT ENTRY LEVEL

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Abstract Stress is defined as “a state of mental or emotional strain or tension resulting from adverse or demanding circumstances” More than 50 % of Indian population is below the age group of 25 years. It is at this stage the young vibrant Youth of India starts to work. With lots of Expectations and dream in their eyes they start their career. They face uphill challenges and when they are unable to go further it creates Stress. The pressure created by the work, the demanding tasks, Demanding managers and the whole different atmosphere of learning on their own creates mental stress. This paper highlights some of the stress faced by Employees at the entry level and also suggests the measures that can be taken by the Corporate to help their employees to come out of such stressful situation. The Respondents are below the age group of 25 years

Key words: *Stress, Demanding tasks, Pressure*

I. INTRODUCTION

Introduction

Growing concern in every Organization is the level of stress faced by the Employees. Stress is caused by variety of reasons. It may be due to the inflexible working hours, Work load, Job content, Relationship with superiors and peers, Lack of Communication, Performance appraisal and Inadequate training. Especially Stress faced by employees at the entry level will be significantly more as they are new to the work and fresh out of their college atmosphere. For some employees it will induce them in positive ways. They will take it as a challenge and try to overcome stress. For many stress is always a negative term which will affect their performance and create tension, anxiety and leads to other medical illness. For the purpose of understanding this study is centered on the salaried working class under the age of 25 years.

Factors contributing to Stress

✓ Working hours

According to the Factories act 1948 employees should not work for more than 9 hours in a day but in actual practice employee's work for more than 9 hours and even during their weekend. Companies believe more working hour's increases productivity but in actual practice when employees work for more than the standard hours they feel exhausted and it does not increase productivity but it creates error in performed work

✓ Work load

In all the firms their work load will be more during the busy season. When they have to meet their deadlines they work for insane hours. It creates tremendous pressure among the employees

✓ Job content

Job content or Job description describes the activities performed in a particular work. Lack of clarity on the work performed and taking up new tasks creates tension among employees. When the training provided by the companies is inadequate it adds up to the stress

✓ Lack of communication and Performance appraisal

Man is a social animal. In company employees wants to have good relationship with their managers, peers. When there is a break up in communication either vertically or horizontally puts the employees in greater stress. Also employees are constantly evaluated on the basis of their performance. When their performance are below par stress increases

✓ Working in Team

When employees work as teams difference of opinion arises and diversified team creates stress. There are also other reasons which creates stress especially when the employees are not able to balance their work and their life, Insecurity in work also creates stress

Objectives

In this paper we intend to study the different factors of Stress faced by the Employees at the entry level. The target group is below 25 years

Research Methodology

A well-structured questionnaire was carefully prepared for the collection of primary data. Multiple choice and Likert scale questions were carefully framed to study the factors contributing to stress faced by Employees at the Entry level. The researcher used convenience sampling method and has used a sample size of 100 respondents. They were all considered fit for analysis. Data was entered into the Statistical Package of Social Sciences (SPSS) ver. 20.0 for analysis. The statistical techniques used for analyzing the data are Freidman rank test, t test, Chi square

Review of Literature

Dr. C. Vijaya banu, Mr. N. Santhosh, Mr.Y.B.Venkatakrishnan in their study focused on Stress faced by employees at a private sector firm. They highlighted that companies should be the watchdogs in the stress management process.¹

Najmoddin Nekzada and Selamawit Fisseha Tekeste focused their study on Stress causes and its management at work place. The causes of stress at the work place range from personal problems to work overload physical working environment, work situation and conflicts among colleagues and managers. Stress can be reduced by joint efforts of both the Employees and the companies. Companies should provide resources to help the employees to overcome their stress. Personal awareness on the part of the employees will help in reducing stress.²

Ramezan Jahanian Seyyed, Mohammad Tabatabaei, Behnaz Behdad focused their study on Stress management in work place. Stress is not only a permanent negative phenomenon but it is also a positive term. Organizations can remove negative stress by training their employees to manage stress factors.³

T. O. Oladinrin, O. Adeniyi, & M.O. Udi in their research in Nigerian construction Industry highlighted some of the various strategies and coping techniques in dealing with stress and the main strategies are to delegate some work to others when the employees are stressed and to strike a balance between Job and Personal life.⁴

Priyasha Jain, Akhil Batra in their study concluded that atmosphere of the workplace and Inadequate manager's support as the main reason for stress. If there is sufficient support from the team, employees can contribute more to the company and feel motivated which will in turn reduce job stress.⁵

Analysis and Findings

Friedman Rank test

To find if there is any significant difference among mean rank towards factors of stress

H₀: There is no significant difference among mean rank towards factors of stress faced by employees at entry level

H₁: There is significant difference among mean rank towards factors of stress faced by employees at entry level

Table 1		Ranks	Chi square	P value
Working hours	Mean Rank			
I feel stressed when I am unable to complete work on time	2.68	38.991	<0.001	
I feel stressed when I work extra time	2.64			
Time allotted for each work is not sufficient	1.92			
Time pressure creates anxiety, Tension and lack of sleep	2.77			

Source: Computed Data

Since P value is less than 0.05 the null hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significant difference among mean rank towards factors of Stress faced by Employees at entry level. Based on mean rank employees feel stressed because of time pressure (2.77) they also feel stressed when they are unable to complete work on time (2.68)

Table 2		Ranks	Chi square	P value
Work load	Mean Rank			
Unrealistic work load during busy season creates stress	3.15	72.016	<0.001	
I feel stressed when I manage two or more portfolio	2.60			
Too little work during post busy season also creates stress	1.84			
I commit errors when work load is more	2.41			

Source: Computed Data

From Table 2 it is noted that since the P value is less than 0.05 the null hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significant difference among mean rank towards factors of Stress faced by Employees at entry

level. Based on mean rank employees feel stressed because of unrealistic workload (3.15) followed by the difficulty in managing two or more portfolio (2.60)

Table 3		Ranks	
Job content	Mean Rank	Chi square	P value
Monotony in work creates stress and Meaningless tasks creates stress	2.60	42.470	<0.001
Job insecurity creates stress	2.60		
Lack of clarity on work performed creates stress	2.89		
New job role creates stress	1.93		

Source: Computed Data

From Table 3 it is noted that since the P value is less than 0.05 the null hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significant difference among mean rank towards factors of Stress faced by Employees at entry level. Lack of clarity on the performed work creates stress (2.89) followed by monotony in work and Job insecurity (2.60)

Table 4		Ranks	
Lack of communication and Performance appraisal	Mean Rank	Chi square	P value
Performance appraisal system creates stress	2.36	11.907	.008
Lack of promotion creates stress	2.72		
Poor Interpersonal relationship with peers, Seniors and Managers creates stress	2.62		
Poor communication with senior creates stress	2.32		

Source: Computed Data

From Table 4 it is noted that since the P value is more than 0.05 the null hypothesis is accepted at 5% level of significance. Hence it is concluded that there is no significant difference among mean rank towards factors of Stress faced by Employees at entry level (Stress created by Lack of communication and Performance appraisal) Level of stress faced by employees for the above mentioned factor is the same and there is no significant difference

Table 5		Ranks	
Working in Team and Training	Mean Rank	Chi square	P value
Inadequate training causes stress	2.64	32.219	<0.001
Working in a diverse team creates stress	2.11		
Role ambiguity and conflict creates stress	2.41		
Unsupported supervision creates stress	2.86		

Source: Computed Data

From Table 5 it is noted that since the P value is less than 0.05 the null hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significant difference among mean rank towards factors of Stress faced by Employees at entry level. Based on mean rank employees feel stressed because of inadequate supervision (2.86) followed by Inadequate training (2.64)

Paired t test for difference of mean

To Test if there is any significant difference between stress caused by different factors

H₀: There is no significant difference in mean score of stress caused by Workload (Unrealistic work load and managing two or more portfolio)

H₁: There is significant difference in mean score of stress caused by Workload (Unrealistic work load and managing two or more portfolio)

Table 6 Workload		Mean	Std. Deviation	t value	P value
Pair 1	Work load during busy season creates stress	4.31	.647	4.700	<0.001
	Managing two or more portfolio creates stress	3.86	.817		

Source: Computed data

Since P value is less than 0.05 the null hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significant difference in mean score of stress caused by Workload (Unrealistic work load and managing two or more portfolio). In other words Employees feel stressed because of Workload as compared to managing two or more portfolio.

Ho: There is no significant difference in mean score of stress caused by Job content (Monotony in work creates stress and new job role creates stress)

H1: There is significant difference in mean score of stress caused by Job content (Monotony in work creates stress and new job role creates stress)

Table 7 Job content		Mean	Std. Deviation	t value	P value
Pair1	Monotony in work creates stress	3.78	.905	3.517	<0.001
	New job role creates stress	3.40	1.101		

Source: Computed Data

Since P value is less than 0.05 the null hypothesis is rejected at 5% level of significance Hence it is concluded that there is significant difference in mean score of stress caused by Job content (Monotony in work creates stress and new job role creates stress) In other words stress caused by Monotony in work is more as compared to stress created by new Job role.

Ho: There is no significant difference in mean score of stress caused by Performance appraisal (Performance appraisal system creates stress and Lack of promotion creates stress)

H1: There is significant difference in mean score of stress caused by Performance appraisal (Performance appraisal system creates stress and Lack of promotion creates stress)

Table 8 Performance appraisal		Mean	Std. Deviation	t value	P value
Pair 1	Performance appraisal system creates stress	3.80	.974	3.276	<0 .001
	Lack of promotion creates stress	4.10	.835		

Since P value is less than 0.05 the null hypothesis is rejected at 5% level of significance hence it is concluded that there is significant difference in mean score of stress caused by Performance appraisal (Performance appraisal system creates stress and Lack of promotion creates stress)

In other words stress caused by lack of promotion is more as compared to the other factor

Ho: There is no significant difference in mean score of stress caused by Working in Team and Training (Inadequate training causes stress and Working in a diverse team creates stress)

H1: There is significant difference in mean score of stress caused by Working in Team and Training (Inadequate training causes stress and Working in a diverse team creates stress)

Table 9 Working in Team and Training		Mean	Std. Deviation	t value	P value
Pair 1	Inadequate training causes stress	3.88	.769	4.408	<0.001
	Working in a diverse team creates stress	3.44	.998		

Source: Computed Data

Since P value is less than 0.05 the null hypothesis is rejected at 5% level of significance hence it is concluded there is significant difference in mean score of stress caused by Working in Team and Training (Inadequate training causes stress and Working in a diverse team creates stress). In other words stress caused by inadequate training is more as compared to Working in a diverse team

Chi square test

Ho: There is no association between Gender and stress faced by Employees at Entry level

H1: There is association between Gender and stress faced by Employees at Entry level

Table 10		Time pressure creates anxiety, Tension and lack of sleep				Chi square	P value
		Disagree	Neutral	Agree	Strongly agree		
						13.723	0.003
Gender	Male	0	0	19	22		
	Female	2	8	35	14		

Source: Computed Data

Table 11		Unrealistic work load during busy season creates stress				Chi square	P value
		Disagree	Neutral	Agree	Strongly agree		
						8.897	0.031
Gender	Male	2	2	16	21		
	Female	0	2	39	18		

Source: Computed Data

Table 12		I feel stressed when I manage two or more portfolio				Chi square	P value
		Disagree	Neutral	Agree	Strongly agree		
						13.615	0.003
Gender	Male	5	2	22	12		
	Female	2	18	31	8		

Source: Computed Data

Table 13		Monotony in work creates stress					Chi square	P value
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree		
							11.758	0.019
Gender	Male	0	6	8	21	6		
	Female	2	0	16	27	14		

Source: Computed Data

Table 14		Job insecurity creates stress					Chi square	P value
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree		
							21.695	0.000
Gender	Male	3	2	8	10	18		
	Female	0	2	10	39	8		

Source: Computed Data

Table 15		New job role creates stress					Chi square	P value
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree		
							14.795	0.005
Gender	Male	4	4	18	9	6		
	Female	0	14	12	21	12		

Source: Computed Data

Table 16		Inadequate training causes stress				Chi square	P value
		Disagree	Neutral	Agree	Strongly agree		
						23.729	0.000
Gender	Male	4	18	13	6		
	Female	0	6	39	14		

Source: Computed Data

Table 17		Working in a diverse team creates stress				Chi	P
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		Strongly disagree	Disagree	Neutral	Agree	Strongly agree	square	value
Gender	Male	4	9	18	8	2	25.279	0.000
	Female	0	4	12	33	10		

Source: Computed Data

Table 18		Role ambiguity and conflict creates stress					Chi square	P value
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree		
Gender	Male	4	3	12	16	6	9.341	0.05
	Female	0	2	12	35	10		

Source: Computed Data

In the above Chi Square test the P value is less than 0.05 the null hypothesis is rejected at 5% level of significance. Hence it is concluded that there is association between Gender and stress faced by Employees at Entry level. In other words both genders have same opinion on the above mentioned factors relating to stress

Findings of the study

The study focused on stress faced by Employees at entry level. The factors of stress were divided under certain categories. Following factors creates maximum stress for employees at Entry level. They are Time pressure, Unrealistic workload, Lack of clarity on the role performed, Lack of promotion and unsupported supervision, inadequate training, Monotony in work. Chi square test was performed by taking into account the demographic variable (Gender). There is no association between Gender and stress faced by Employees at Entry level for the following factor which means the level of stress faced by Employees were same for both the Gender. The factors are Time pressure, Unrealistic work load, Managing different portfolio, Monotony in work, Job insecurity, New job role, Inadequate training, Working in diverse team, Role ambiguity and conflict.

Conclusion

Stress crushes the true potential of employees especially at the entry level when the Employee is a fresher the magnitude of stress will be difficult to manage. The study focused on Identifying stress faced by Employees at entry level. Different kinds of factors were identified. The same study can be conducted for different profession. For example level of stress faced by an audit company employee will be different from that of an Information technology employee. That will provide great insights into the area of Stress.

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