

A STUDY ON WORK STRESS AND ITS IMPACT ON WORKING CONDITIONS OF THE NGO WORKERS WITH SPECIAL REFERENCE TO MANGALORE CITY

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ABSTRACT

Social work is an academic and professional discipline that seeks to facilitate the welfare of communities, individuals, families and groups. It may promote social change, development, cohesion and empowerment. Though social work is a voluntary service, 'stress' which is seen in occupational jobs is also present among the NGO workers due to unpleasant emotions such as tensions, anxiety, frustration and depression. The major difference between occupational stress and many other forms of stress is the nature of the stressor and their interaction with the overall stress process. Stress and work pressure of the employees consequently affect the efficiency of the organization because when a person is under stress, his/her ability to carry out job responsibility gets affected.

Over the past few decades stress is emerging as an increasing problem in organizations. Stress is a vigorous state in which a person is confronted with an opportunity, demand, or resource related to what the individual wishes and for which the outcome is perceived to be both vague and vital.

Pressure is seen as something positive and that which actually helps improve our performance. However, the problems arise when the sources of pressure become too frequent without time to recover, or when just one source of pressure is too great for us to cope with. So, stress has a positive effect on employees of any organization but up to a certain extent up to which an employee can cope with it, mostly it exceeds the bearable limits and have a negative result on employees.

The aim of this study is to gain an understanding of the experiences social workers have, with regard to their work stress, as well as the coping strategies they employ to address this stress to have a positive effect on the future humanitarian crisis.

We, in order to find out the work stress among NGO workers, conducted the research through the information that we got from both primary data as well as secondary data .

Key words: Work stress, Social workers, work initiatives and Future humanitarian crisis.

INTRODUCTION AND RESEARCH DESIGN

Work stress can be defined as the past experience of unpleasant, negative emotions such as tension, anxiety, frustration, anger and depression resulting from aspects of work. The primary difference between occupational stress and many other forms of stress is mainly the nature of the stressor and the interaction of the person with the overall stress process. Work related stress of the employees consequently affects the efficiency of the organization because when a person is under stress, his/her ability to carry out job responsibility gets affected.

Over the past few decades stress is emerging as an increasing problem in organizations. Stress is vigorous state in which a person is confronted with an opportunity, demand, or resource related to what the individual wishes and for which the outcome is perceived to be both vague and vital. Selye, 1936 first introduced the idea of stress into the life science. He defined stress as the force, pressure, or tension subjected upon an individual who resists these forces and attempt to uphold its true state. Basically what is stress? The HSE (Health Safety Executive UK) defines stress is an undesirable response people have to tremendous pressures or other types of demands placed upon them. It arises when they worry they cannot deal with. Some stress can be good, and some can be bad. HSE distinguishes between stress and pressure. Pressure is seen as positive and something that actually helps improve our performance. We all need a certain amount of pressure to perform well - ask any athlete, actor or actress. However, the problems arise when the sources of pressure become too frequent without time to recover, or when just one source of pressure is too great for us to cope with. Stress has a positive effect on employees of any organization but up to a certain extent up to which an employee can cope with it, mostly it exceeds the bearable limits and have a negative result on employees.

Non-Government Organizations (NGOs) have become an irresistible global force today. The non-governmental sector, also known as voluntary sector, is growing in relation to its presence in developmental activities. Its role in the sphere of human development is now widely recognized and accepted in most parts of the universe. Basically, an NGO or voluntary organisations are non-profit making agencies that are constituted with a vision by a group of like-minded people, committed for the uplift of the poor, marginalized, unprivileged, underprivileged, impoverished, downtrodden and the needy and they are closer and accessible to the target groups, flexible in administration, quicker in decision making, timely in action and facilitating the people towards self-reliance ensuring their fullest participation in the whole process of development.

Humanitarian work has developed from small-scale assistance by individuals, missionaries, charities, communities and foundations to a wide variety of programs organized by large and small NGOs (non-governmental organizations). Many Humanitarian organizations today are more professionally managed and better equipped and prepared than years ago. However direct exposure to misery, the ever-growing number of people affected by humanitarian crises, deteriorating safety and security conditions, and limited available resources mean that humanitarian workers remain exposed to a wide variety of sources of stress. Good staff care, individual attention and psychosocial care have proven to be an important asset in stress management and the prevention and treatment of traumatic and post-traumatic stress. However, although there is awareness of

these issues in most organizations, adequate care systems for the staff are often underdeveloped and lack attention and resources.

Humanitarian relief and rehabilitation agencies have to operate in a continuing changing context of increasing complexity. Often the work of their staff in the field is seriously hampered by deteriorating security, decreasing respect for their work and life (relief workers are sometimes targeted), and lack of a functioning government and authority. Due to these circumstances the humanitarian agencies are forced to work under increasing tension and discontinuity, resulting in pressure on their staff and a diminishing quality of work.

Managing stress in the staff of humanitarian agencies is an essential part of enabling the organization to reach its field objectives, as well as being necessary to protecting the well-being of the individual staff members themselves.

Although all stress cannot be avoided and is intrinsic to humanitarian work, some stress can be prevented or reduced. The consequences of stress in individual staff members can be mitigated or responded to by action taken by the individual staff members, managers and the agency as a whole.

REVIEW OF LITERATURE

Illiffe and Steed (2000) in their study they have focused that “There are a number of self-care strategies that social workers and human service practitioners can employ in order to prevent and remedy work stress and vicarious trauma, apart from leaving their positions or occupations. Many of these appear to be common sense, but in practice, with high workloads and the often-superhuman expectations of themselves that many human service workers hold, these measures can be underutilised. Perhaps the most commonly utilised strategy is accessing emotional and instrumental support from one’s personal and professional networks, and supervision these are effective responses to deal with work stress. As the saying goes: A problem shared is a problem halved. However, this assumes that workers are willing to disclose and share their issues with others, but some have been found to prefer to protect their loved ones and others from the distressing events and issues they confront perhaps leading to less support being proffered.”

Koeske and Kirk (1995) in their study they have focused on “the burnout-job satisfaction-turnover problems are circular in nature because organisational factors and high workloads increase work stress, which contributes to staff turnover that places greater burdens on the staff who remain, who in turn become more stressed and dissatisfied, and more likely to consider moving on etc. Alternatively, unhappy workers may stay on and thereby create a cumulative agency problem. Unhappy and stressed workers who feel trapped in the agency may contribute to the mythology and overstatement of the burnout problems that occur, as well as the understatement of the career benefits of human service practice”

Bennett et al., (1993) in their study they have focused on “Emotional distancing has also been cited as a useful strategy, and perhaps necessary, measure to address occupational stress in the human services. In essence, it entails workers setting clear boundaries between themselves and their client and work situations in order to prevent themselves being emotionally overwhelmed by the distressing situations in which they often work.

This strategy can be enhanced by reflective practice, which involves the worker in a continual process of self-exploration and improvement.”

Zunz (1998) - He examined in his study that “the influence of resiliency on burnout and found that those workers who were more resilient and also received social support tended to experience lower levels of burnout.”

Grasso, Rycraft(1994);Smith and Nurston (1998) in their study they focused that “Job redesign would be enhanced through the proactive use of regular, supportive and good quality professional and administrative supervision. Management styles that embrace collaborative, participatory approaches that facilitate effective team work and collegial support have been shown to increase job satisfaction and moderate work stress.”

Holcombe (1995) - He points out that “many NGO’s now speak of an ‘empowering’ or ‘participatory’ style of management, in which staff are seen as a source of skills and capacities, and are encouraged to take the initiative in solving problems.”

STATEMENT OF PROBLEM

A well defined problem is half work done. Many creative efforts fail because the problem is either unclear or it is focussed in the wrong place.

The work stress that NGO workers got through is vital, vivid and varied. They have to undergo the grind of ensuring that the task at hand is purposeful and in the better interest of the organisation at large. There are a lot of hindrances that they have to overcome in order to achieve their goal which entails service as the highest priority. Budget constraints, work space related issues, organisational structure problem add to the strains of working in a NGO.

Humanitarian workers sometimes operate in harsh environments and find themselves in the most unimaginable of situations, witnessing human suffering.

The work stress affects the daily routine of the employees which further have affect on the job.Beyond a certain point stress stops being helpful and starts causing major damage to health,mood, productivity, relationships and quality of life.

NEED FOR THE STUDY

There is a great need for a study on stress management. Many people suffer from stress every day. It can impact one's health negatively. The more that is learned about dealing with stress, the better off people will be. Leadership qualities are therefore necessary to encourage, inspire and persuade others to see your vision in terms of accomplishing goals and objectives. Management is very much necessary because it must at times choose, organize, and manage, all the resources available to achieve goals and objectives.

If NGOs fail in their duty of care to their employees, it not only has an impact on staff turnover, but it reduces the quality of the work they are doing. Preventing post-traumatic stress disorder means that organisations are well prepared for future humanitarian crises.

OBJECTIVE OF THE STUDY

The aim of this study is to gain an understanding of the experiences social workers have, with regard to their work stress, as well as the coping strategies they employ to address this stress. The following objectives have been formulated to achieve this aim:

- To explain the range of factors that might contribute to work stress of social workers within an NGO.
- To describe the coping strategies employed by social workers in reply to work stress in the workplace.
- To investigate the experiences of social workers practicing in NGOs, with regard to work stress and the existing coping strategies they employ.
- To find out how over exposure to human misery affect the NGO worker mentally.
- To study the varied issues involved in attaining personal satisfaction in service.
- To make working more productive in spite of less remuneration as compared to mainstream jobs.

HYPOTHESIS

- ✚ Work stress makes a person give up their job.
- ✚ Work stress makes the work more challenging.

RESEARCH METHODOLOGY

PRIMARY DATA:

Primary data is proposed to be obtained by interview and questionnaire method through a survey conducted among the social workers of various NGO's.

Secondary data has been obtained through various websites of the NGO's.

SAMPLING PROCEDURE

- ✚ Convenience sampling technique was adopted to select the sample respondents.
- ✚ To achieve some degree of representativeness, a moderately large sample size of 50 was selected, and respondents with diverse backgrounds were included.

STATISTICAL TOOLS

- ✚ The statistical method used in this study is Z-test.

LIMITATIONS

- ✚ Information obtained from questionnaire method may not be same as interview method because respondents may be reluctant to read the questions properly.
- ✚ Scarcity of time.
- ✚ Respondents are unwilling to disclose confidential data with regard to their work in the NGO's.

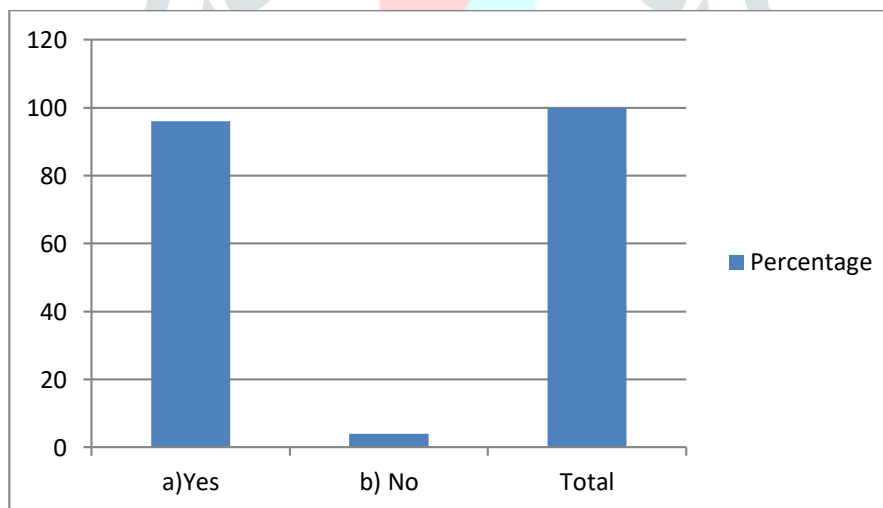
DATA ANALYSIS AND INTERPRETATION

Table No.6.1 : Clarity on goals and objectives of the NGO.

Particulars	Frequency	Percentage
a)Yes	48	96
b) No	2	4
Total	50	100

Interpretation: The above table shows that 96% of the respondents are clear of the goals and objectives of their NGO's. 4% of the respondents lack necessary knowledge about the goals and objectives of their NGO.

Figure No.6.1



One-Sample Kolmogorov-Smirnov Test

		VAR1a	VAR1b
N		50	50
Normal Parameters ^{a,b}	Mean	.9600	.0000
	Std. Deviation	.19795	.00000 ^c
Most Extreme Differences	Absolute	.540	
	Positive	.420	
	Negative	-.540	

Kolmogorov-Smirnov Z	3.819
Asymp. Sig. (2-tailed)	.000

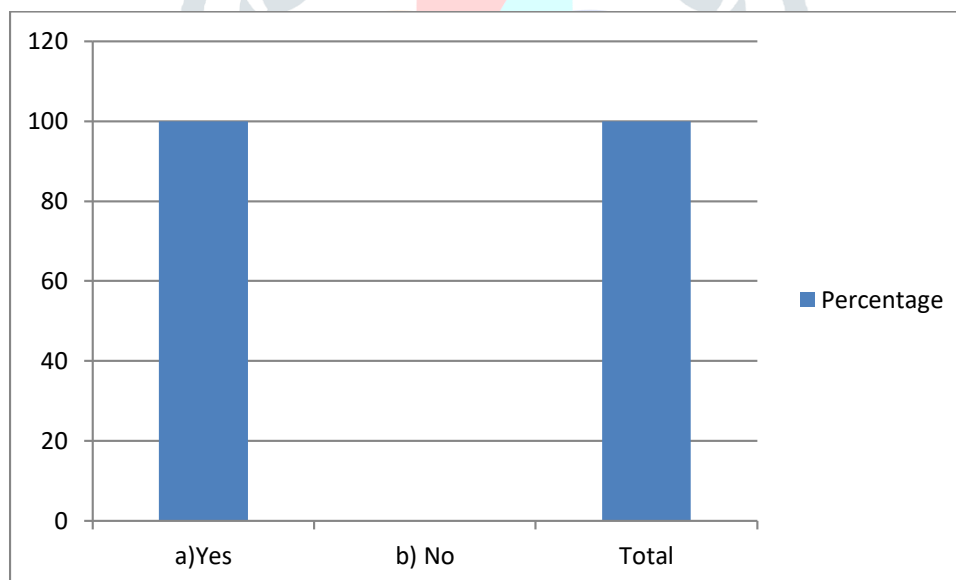
The P value is less than 0.05. It implies that there is a significance difference in the knowledge about the goals and objectives of the NGO.

TableNo.6.2 :Awareness on Duties and responsibilities.

Particulars	Frequency	Percentage
a)Yes	50	100
b) No	0	0
Total	50	100

Interpretation: The above table shows that 100% of the respondents are aware of the duties and responsibilities of their NGO's. This implies that the respondents are well aware of their duties and responsibilities.

Figure No.6.2



One-Sample Kolmogorov-Smirnov Test

		VAR2a	VAR2b
N		50	50
Normal Parameters ^{a,b}	Mean	1.0000	.0000
	Std. Deviation	.00000 ^c	.00000 ^c

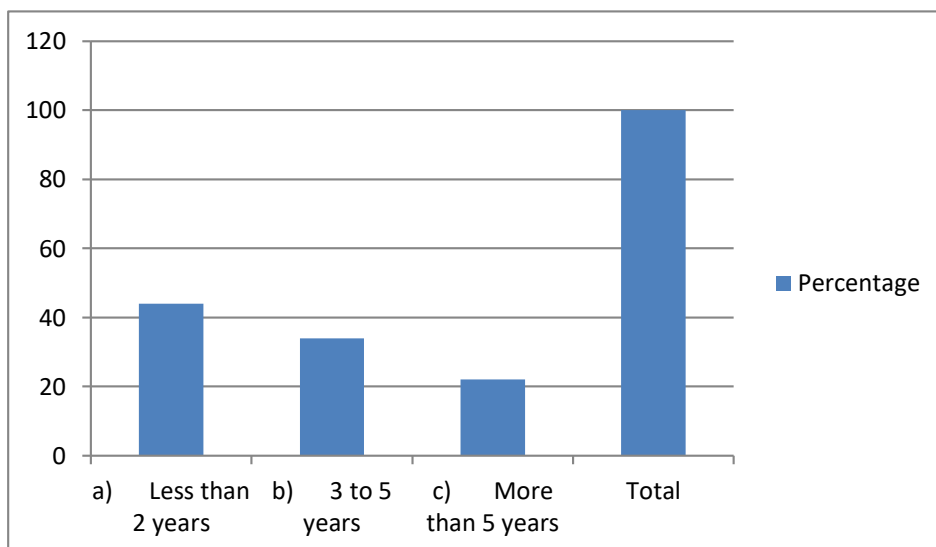
The P value is more than 0.05. It implies that there is no significant difference in the knowledge about the duties and responsibilities of the NGO.

Table No.6.3: Period of service in the NGO

Particulars	Frequency	Percentage
a) Less than 2 years	22	44
b) 3 to 5 years	17	34
c) More than 5 years	11	22
Total	50	100

Interpretation: The above table shows that 44% of the respondents have served for less than 2 years, 34% of the respondents have served for 3 to 5 years and 22% of the respondents have served for more than 5 years in the NGO's.

Figure No.6.3



One-Sample Kolmogorov-Smirnov Test

	VAR3a	VAR3b
N	50	50
Mean	.4200	.3600
Normal Parameters ^{a,b} Std. Deviation	.49857	.48487
Most Extreme Absolute Differences	.380	.411
Positive	.380	.411
Negative	-.298	-.267
Kolmogorov-Smirnov Z	2.689	2.907
Asymp. Sig. (2-tailed)	.000	.000

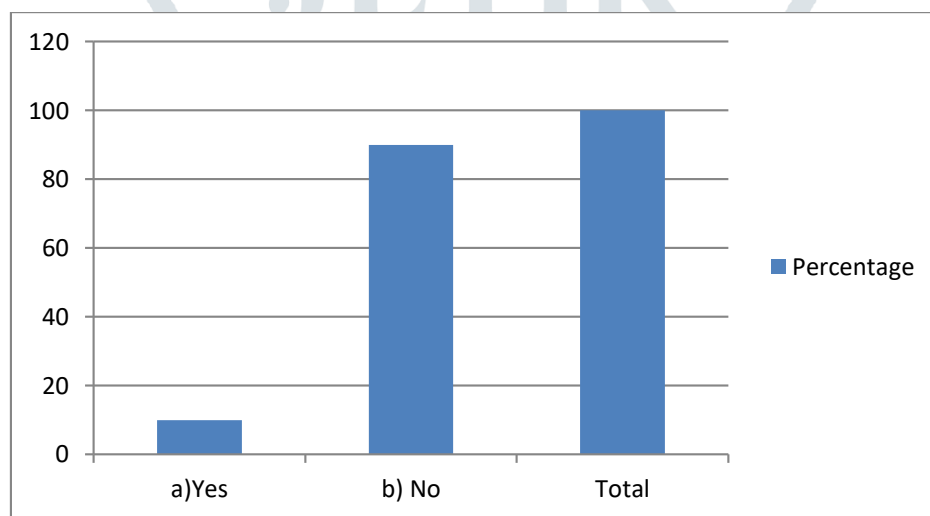
The P value is less than 0.05. It implies that there is a significance difference in the period of service of the social worker in the NGO.

Table No.6.4: Wrong choice of career as a social worker

Particulars	Frequency	Percentage
a)Yes	5	10
b) No	45	90
Total	50	100

Interpretation: The above table shows that 10% of the respondents think that they have made a wrong choice of career as a social worker while the 90% of the respondents think that they have made a right choice of career as a social worker.

Figure No.6.4



One-Sample Kolmogorov-Smirnov Test

		VAR4a	VAR4b
N		50	50
Normal Parameters ^{a,b}	Mean	.1000	.0000
	Std. Deviation	.30305	.00000 ^c
Most Extreme Differences	Absolute	.529	
	Positive	.529	
	Negative	-.371	
Kolmogorov-Smirnov Z		3.743	
Asymp. Sig. (2-tailed)		.000	

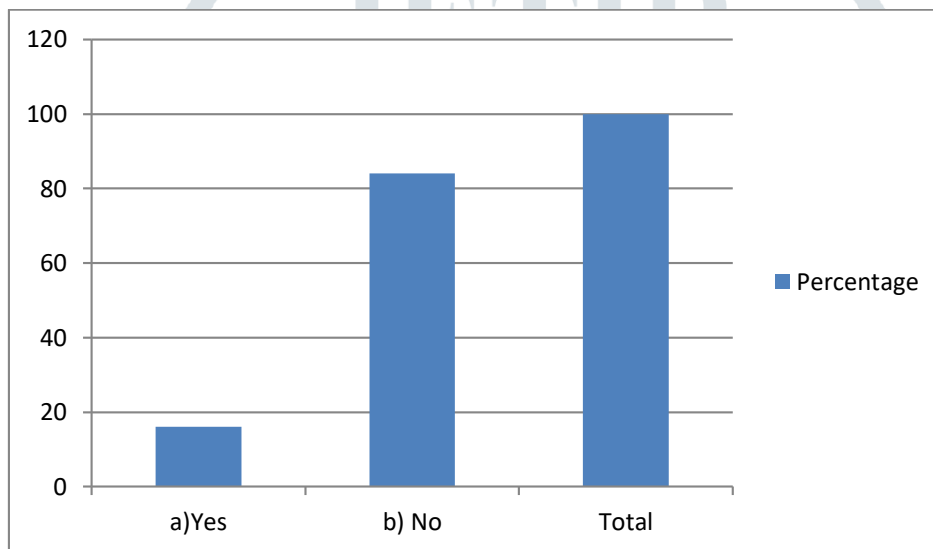
The P value is less than 0.05. It implies that there is a significant difference in the career choice made by the social workers.

Table No.6.5: Dissatisfaction on earnings

Particulars	Frequency	Percentage
a)Yes	8	16
b) No	42	84
Total	50	100

Interpretation: The above table shows that 16% of the respondents have dissatisfaction on their earnings while the 84% of the respondents are satisfied with their earnings as a social worker.

Figure No.6.5



One-Sample Kolmogorov-Smirnov Test

		VAR5a	VAR5b
N		50	50
Normal Parameters ^{a,b}	Mean	.1400	.0000
	Std. Deviation	.35051	.00000 ^c
	Absolute	.515	
Most Extreme Differences	Positive	.515	
	Negative	-.345	
Kolmogorov-Smirnov Z		3.643	
Asymp. Sig. (2-tailed)		.000	

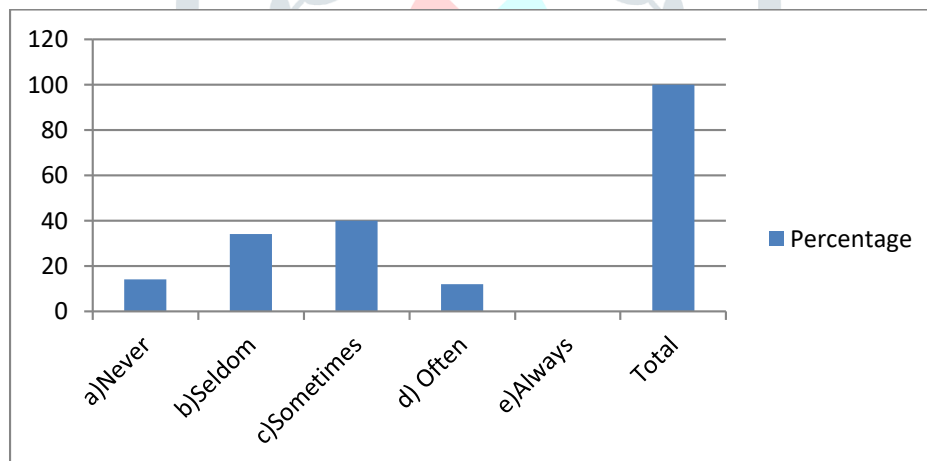
The P value is less than 0.05. It implies that there is a significance difference in the level of earnings among the social workers.

Table No.6.6: Encountering criticisms with regard to work

Particulars	Frequency	Percentage
a)Never	7	14
b)Seldom	17	34
c)Sometimes	20	40
d) Often	6	12
e)Always	0	0
Total	50	100

Interpretation: The above table shows that 40% of the respondents are sometimes encountered to criticisms with regard to work. 34% of the respondents are seldom encountered to criticisms with regard to work while 14% of the respondents are never encountered to criticisms. Other 12% of the respondents are often encountered to criticisms with regard to work.

Figure No.6.6



One-Sample Kolmogorov-Smirnov Test

		VAR6a	VAR6b	VAR6c	VAR6d	VAR6e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.1400	.3400	.4000	.1200	.0000
	Std. Deviation	.35051	.47852	.49487	.32826	.00000 ^c
Most Extreme Differences	Absolute	.515	.421	.391	.523	
	Positive	.515	.421	.391	.523	
	Negative	-.345	-.256	-.287	-.357	
Kolmogorov-Smirnov Z		3.643	2.979	2.762	3.696	
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	

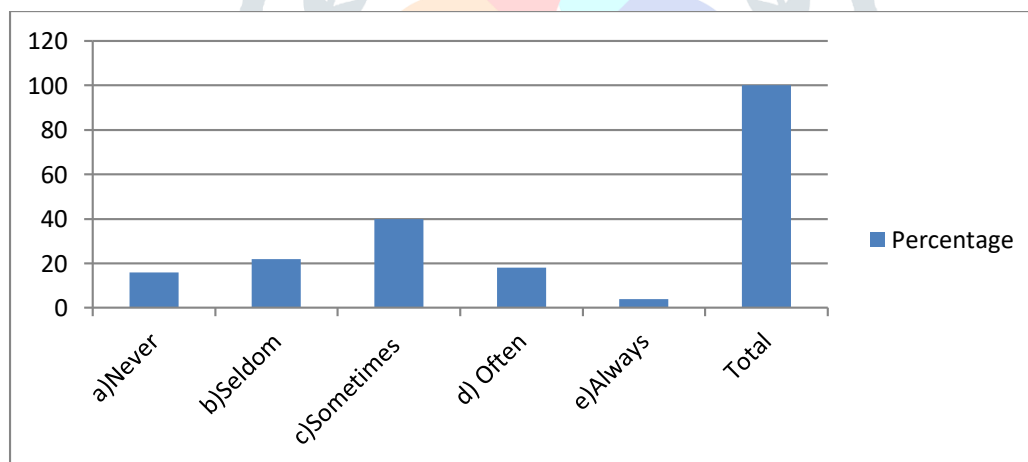
The P value is less than 0.05. It implies that there is a significance difference in the encounter to criticisms with regard to work in an NGO.

Table No.6.7: Procurement of sponsors in emergency.

Particulars	Frequency	Percentage
a)Never	8	16
b)Seldom	11	22
c)Sometimes	20	40
d) Often	9	18
e)Always	2	4
Total	50	100

Interpretation: The above table shows that 40% of the respondents sometimes attain sponsors, 22% of the respondents seldom attain sponsors while 18% of the respondents often procure sponsors in times of emergency. 16% of the respondents never attained sponsors in times of emergency and the other 4% always attained sponsors in times of emergency.

Figure No.6.7



One-Sample Kolmogorov-Smirnov Test

		VAR7a	VAR7b	VAR7c	VAR7d	VAR7e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.1600	.2200	.4000	.1800	.0400
	Std. Deviation	.37033	.41845	.49487	.38809	.19795
Most Extreme Differences	Absolute	.507	.480	.391	.499	.540
	Positive	.507	.480	.391	.499	.540
	Negative	-.333	-.300	-.287	-.321	-.420

Kolmogorov-Smirnov Z	3.586	3.397	2.762	3.526	3.819
Asymp. Sig. (2-tailed)	.000	.000	.000	.000	.000

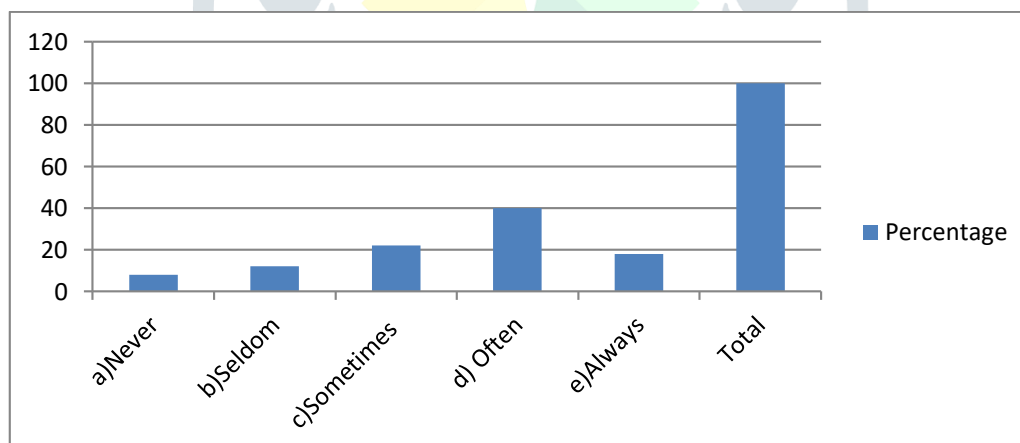
The P value is less than 0.05. It implies that there is a significance difference in the procurement of sponsors in times of emergency.

Table No.6.8: Ease in dealing with inmates of the NGO

Particulars	Frequency	Percentage
a)Never	4	8
b)Seldom	6	12
c)Sometimes	11	22
d) Often	20	40
e)Always	9	18
Total	50	100

Interpretation: The above table shows that 40% of the respondents often have an ease in dealing with inmates of the NGO. 22% of the respondents sometimes, 18% always have an ease in dealing with the inmates while 12% of the respondents seldom have an ease in dealing with the inmates and the other 8% of the respondents never find it easy to deal with the inmates.

Figure No.6.8



One-Sample Kolmogorov-Smirnov Test

		VAR8a	VAR8b	VAR8c	VAR8d	VAR8e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0600	.1200	.2200	.4200	.1800
	Std. Deviation	.23990	.32826	.41845	.49857	.38809
Most Extreme Differences	Absolute	.539	.523	.480	.380	.499
	Positive	.539	.523	.480	.380	.499

Negative	-.401	-.357	-.300	-.298	-.321
Kolmogorov-Smirnov Z	3.810	3.696	3.397	2.689	3.526
Asymp. Sig. (2-tailed)	.000	.000	.000	.000	.000

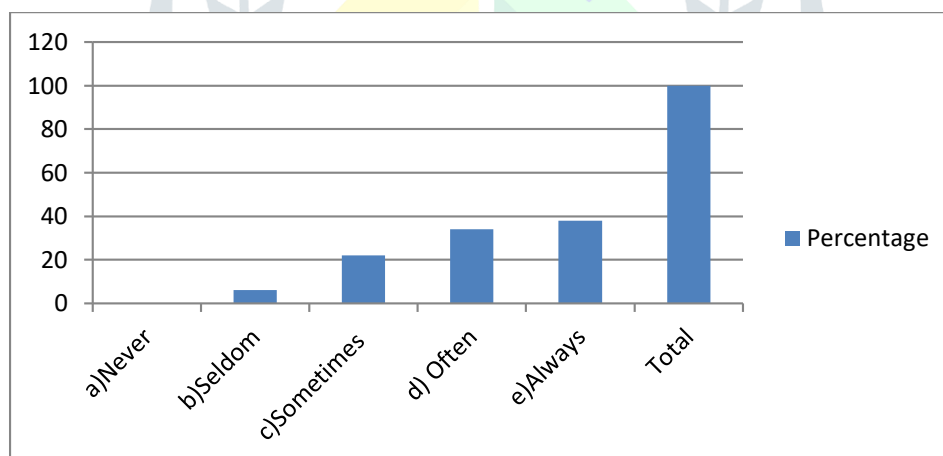
The P value is less than 0.05. It implies that there is a significance difference in dealing with the inmates of the NGO.

Table No.6.9: Sense of Gratitude among the inmates

Particulars	Frequency	Percentage
a)Never	0	0
b)Seldom	3	6
c)Sometimes	11	22
d) Often	17	34
e)Always	19	38
Total	50	100

Interpretation: The above table shows that 38% of the respondents have always felt a sense of gratitude among the inmates. 34% of the respondents have often felt the sense of gratitude while 22% of the respondents sometimes and the other 6% of the respondents have seldom felt the sense of gratitude among the inmates of the NGO.

Figure No.6.9



One-Sample Kolmogorov-Smirnov Test

		VAR9a	VAR9b	VAR9c	VAR9d	VAR9e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0000	.0600	.2200	.3400	.5600
	Std. Deviation	.00000 ^c	.23990	.41845	.47852	1.44505
Most Extreme Differences	Absolute		.539	.480	.421	.360
	Positive		.539	.480	.421	.360
	Negative		-.401	-.300	-.256	-.349

Kolmogorov-Smirnov Z	3.810	3.397	2.979	2.548
Asymp. Sig. (2-tailed)	.000	.000	.000	.000

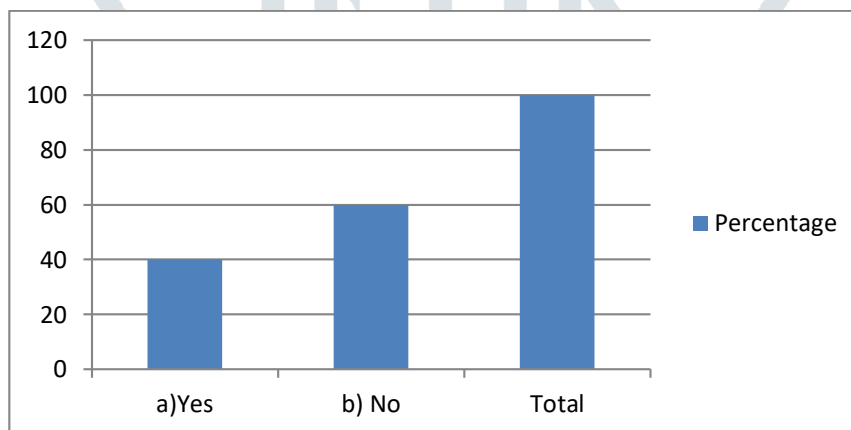
The P value is less than 0.05. It implies that there is a significance difference in the sense of gratitude among the inmates.

Table No.6.10: Adequacy of facilities

Particulars	Frequency	Percentage
a) Yes	20	40
b) No	30	60
Total	50	100

Interpretation: The above table shows that 60% of the respondents find that their place of work is not adequate with facilities. 40% of the respondents find that their NGO is adequate with all facilities.

Figure No.6.10



One-Sample Kolmogorov-Smirnov Test

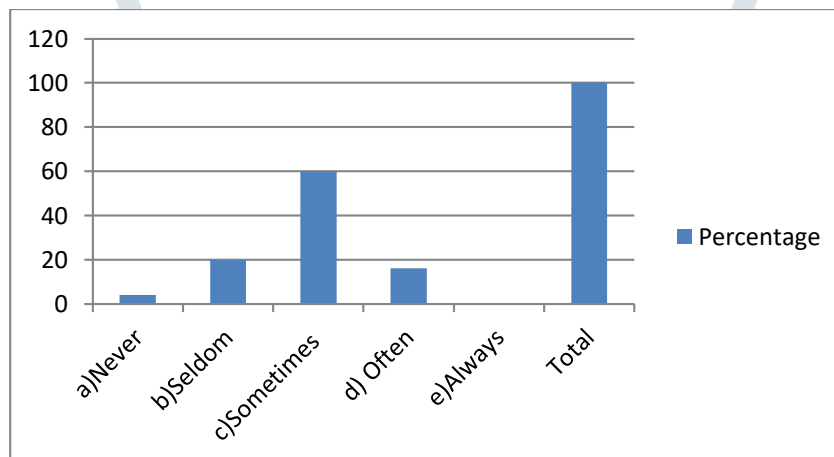
		VAR10 a	VAR10 b
N		50	49
Normal Parameters ^{a,b}	Mean	.3800	.0000
	Std. Deviation	.49031	.00000 ^c
Most Extreme Differences	Absolute	.401	
	Positive	.401	
	Negative	-.277	
Kolmogorov-Smirnov Z		2.834	
Asymp. Sig. (2-tailed)		.000	

The P value is less than 0.05. It implies that there is a significance difference in the adequacy of facilities in the NGO.

Table No.6.11: Voluntary sponsorship received by the NGO

Particulars	Frequency	Percentage
a)Never	2	4
b)Seldom	10	20
c)Sometimes	30	60
d) Often	8	16
e)Always	0	0
Total	50	100

Interpretation:The above table shows that 60% of the respondents sometimes receive sponsorship voluntarily. 20% of the respondents seldom receive sponsors voluntarily while 16% of the respondents often receive voluntary sponsorship. Other 4% of the respondents never receive voluntary sponsorship.

Figure No.6.11

One-Sample Kolmogorov-Smirnov Test

		VAR11 a	VAR11 b	VAR11c	VAR11 d	VAR11 e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0400	.2000	.6000	.1600	.0000
	Std. Deviation	.19795	.40406	.49487	.37033	.00000 ^c
Most Extreme Differences	Absolute	.540	.490	.391	.507	
	Positive	.540	.490	.287	.507	
	Negative	-.420	-.310	-.391	-.333	
Kolmogorov-Smirnov Z		3.819	3.463	2.762	3.586	
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	

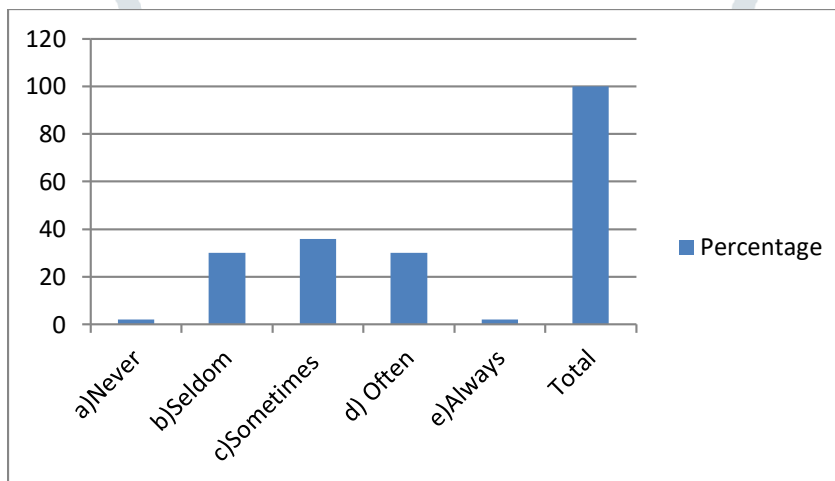
The P value is less than 0.05. It implies that there is a significance difference in the voluntary sponsorship received by the NGO's.

Table No.6.12: Need to take initiative to get sponsors for the NGO

Particulars	Frequency	Percentage
a)Never	1	2
b)Seldom	15	30
c)Sometimes	18	36
d) Often	15	30
e)Always	1	2
Total	50	100

Interpretation: The above table shows that 36% of the respondents sometimes need to take initiative to get sponsors. 30% of the respondents often and 30% of the respondents seldom need to take initiative to get sponsors while the 2% of the respondents never and the other 2% always need to take the initiative to get sponsors for the NGO.

Figure No.6.12



One-Sample Kolmogorov-Smirnov Test

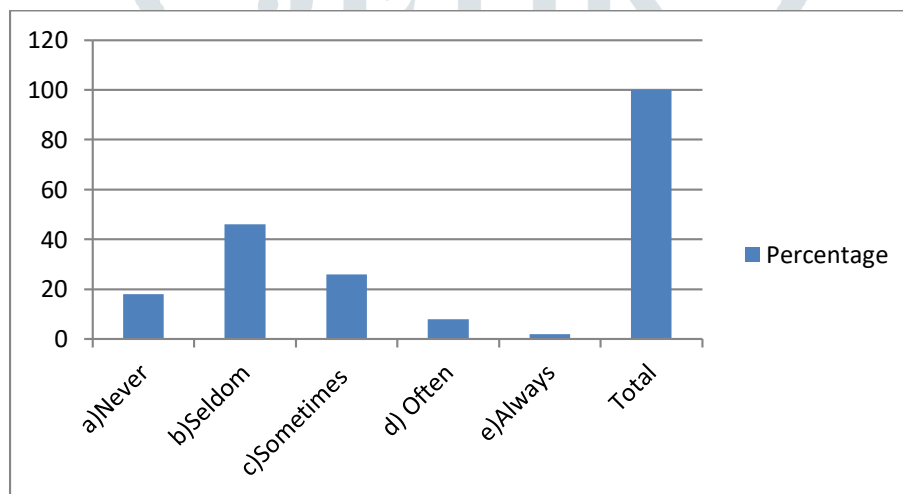
		VAR12 a	VAR12 b	VAR12c	VAR12 d	VAR12 e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0200	.3400	.3200	.3000	.0200
	Std. Deviation	.14142	.47852	.47121	.46291	.14142
Most Extreme Differences	Absolute	.536	.421	.431	.442	.536
	Positive	.536	.421	.431	.442	.536
	Negative	-.444	-.256	-.249	-.258	-.444
Kolmogorov-Smirnov Z		3.792	2.979	3.051	3.122	3.792
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	.000

The P value is less than 0.05. It implies that there is a significance difference in the need to take initiative to get sponsors for the NGO.

Table No.6.13: Friction while working with colleagues

Particulars	Frequency	Percentage
a)Never	9	18
b)Seldom	23	46
c)Sometimes	13	26
d) Often	4	8
e)Always	1	2
Total	50	100

Interpretation:The above table shows that 46% of the respondents seldom feel that there is friction while working with colleagues. 26% of the respondents sometimes and 18% of the respondents never feel that there is friction while working with colleagues. The 8% of the respondents often and 2% always feel that there is friction while working with the colleagues.

Figure No.6.13

One-Sample Kolmogorov-Smirnov Test

		VAR13	VAR13	VAR13c	VAR13	VAR13
		a	b		d	e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.1800	.4600	.2600	.0800	.0200
	Std. Deviation	.38809	.50346	.44309	.27405	.14142
Most Extreme Differences	Absolute	.499	.360	.461	.535	.536
	Positive	.499	.360	.461	.535	.536
	Negative	-.321	-.318	-.279	-.385	-.444
Kolmogorov-Smirnov Z		3.526	2.542	3.262	3.782	3.792
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	.000

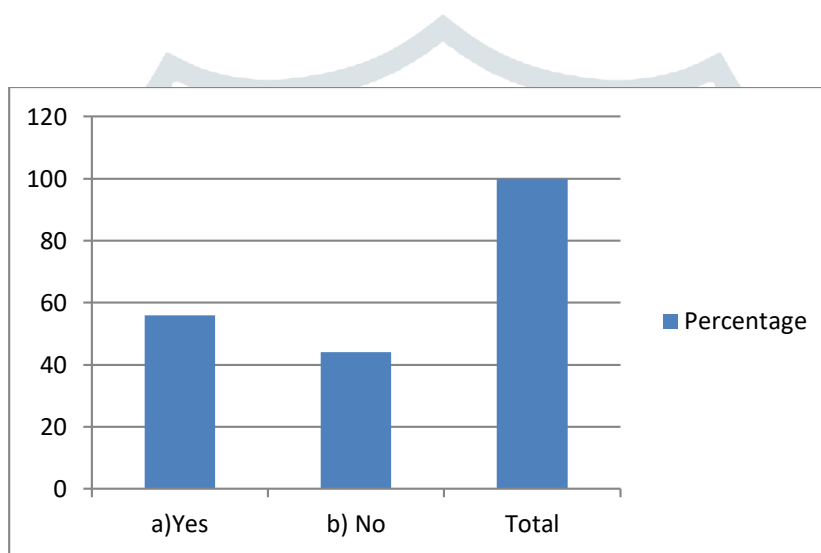
The P value is less than 0.05. It implies that there is a significance difference in the feeling of friction or anger while working with the colleagues.

Table No.6.14: Flexibility in work schedule

Particulars	Frequency	Percentage
a) Yes	28	56
b) No	22	44
Total	50	100

Interpretation: The above table shows that 56% of the respondents say that their work schedule is flexible. 44% of the respondents say that their work schedule is not flexible.

Figure No.6.14



One-Sample Kolmogorov-Smirnov Test

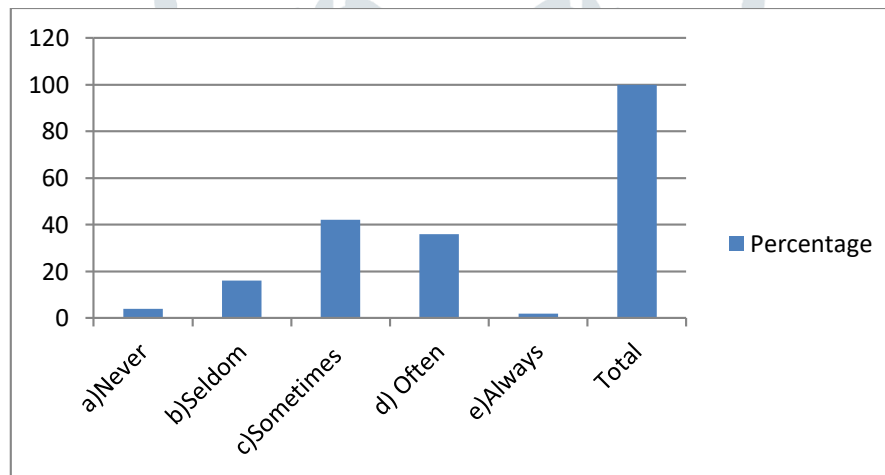
	VAR14	VAR14b
	a	
N	50	50
Normal Parameters ^{a,b}	Mean	.5200
	Std. Deviation	.50467
Most Extreme Differences	Absolute	.349
	Positive	.329
	Negative	-.349
Kolmogorov-Smirnov Z	2.469	
Asymp. Sig. (2-tailed)	.000	.00000 ^c

The P value is less than 0.05. It implies that there is a significance difference in the flexibility of the working time of the NGO workers.

Table No.6.15: Support in emotionally demanding work

Particulars	Frequency	Percentage
a)Never	2	4
b)Seldom	8	16
c)Sometimes	21	42
d) Often	18	36
e)Always	1	2
Total	50	100

Interpretation:The above table shows that 42% of the respondents are sometimes are supported through emotionally demanding work. 36% of the respondents are often supported while 16% of the respondents are seldom supported through emotionally demanding work. 4% of the respondents are never and 2% are always supported through emotionally demanding work.

Figure No.6.15**One-Sample Kolmogorov-Smirnov Test**

		VAR15 a	VAR15 b	VAR15c	VAR15 d	VAR15 e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0400	.1600	.4200	.3600	.0200
	Std. Deviation	.19795	.37033	.49857	.48487	.14142
Most Extreme Differences	Absolute	.540	.507	.380	.411	.536
	Positive	.540	.507	.380	.411	.536
	Negative	-.420	-.333	-.298	-.267	-.444
Kolmogorov-Smirnov Z		3.819	3.586	2.689	2.907	3.792
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	.000

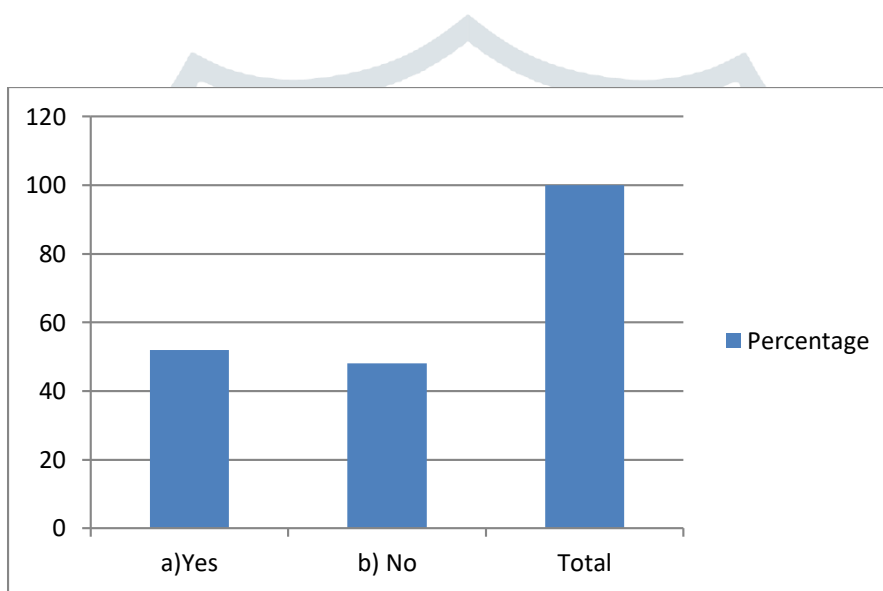
The P value is less than 0.05. It implies that there is a significance difference in the support the NGO workers get through emotionally demanding work.

Table No.6.16: Flexibility in work Location

Particulars	Frequency	Percentage
a)Yes	26	52
b) No	24	48
Total	50	100

Interpretation: The above table shows that 52% of the respondents say that their work location is flexible. 48% of the respondents say that their work location is not flexible.

Figure No.6.16



One-Sample Kolmogorov-Smirnov Test

		VAR16	VAR16b
		a	
N		50	50
Normal Parameters ^{a,b}	Mean	.5200	.0000
	Std. Deviation	.50467	.00000 ^c
	Absolute	.349	
Most Extreme Differences	Positive	.329	
	Negative	-.349	
Kolmogorov-Smirnov Z		2.469	
Asymp. Sig. (2-tailed)		.000	

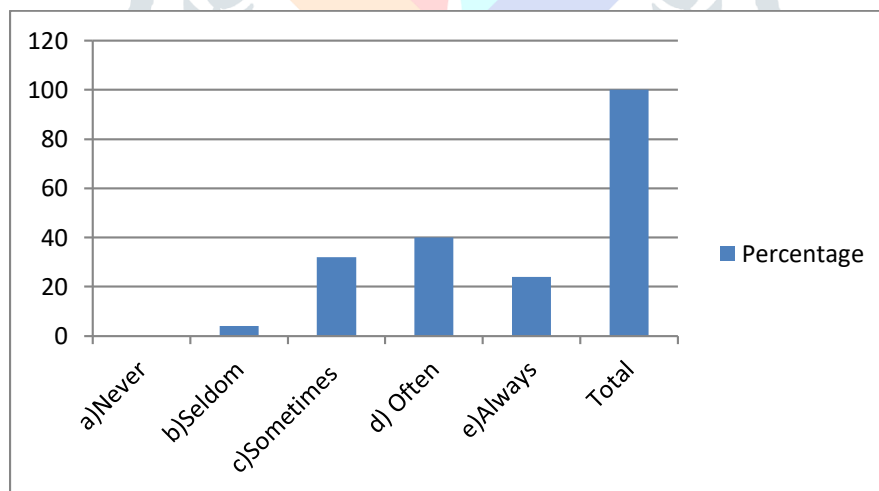
The P value is less than 0.05. It implies that there is a significance difference in the flexibility of the work location of the NGO workers.

Table No.6.17: Recognition for the work in the NGO

Particulars	Frequency	Percentage
a)Never	0	0
b)Seldom	2	4
c)Sometimes	16	32
d) Often	20	40
e)Always	12	24
Total	50	100

Interpretation: The above table shows that 40% of the respondents often get recognition for their work. 32% the respondents sometimes while 24% of the respondents always get recognition for their work. 4% of the respondents seldom get recognition for their work.

Figure No.6.17



One-Sample Kolmogorov-Smirnov Test

		VAR17 a	VAR17 b	VAR17c	VAR17 d	VAR17 e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0000	.0400	.3200	.4000	.2400
	Std. Deviation	.00000 ^c	.19795	.47121	.49487	.43142
Most Extreme Differences	Absolute		.540	.431	.391	.471
	Positive		.540	.431	.391	.471

	Negative				
			-.420	-.249	-.287
					-.289
Kolmogorov-Smirnov Z		3.819	3.051	2.762	3.330
Asymp. Sig. (2-tailed)		.000	.000	.000	.000

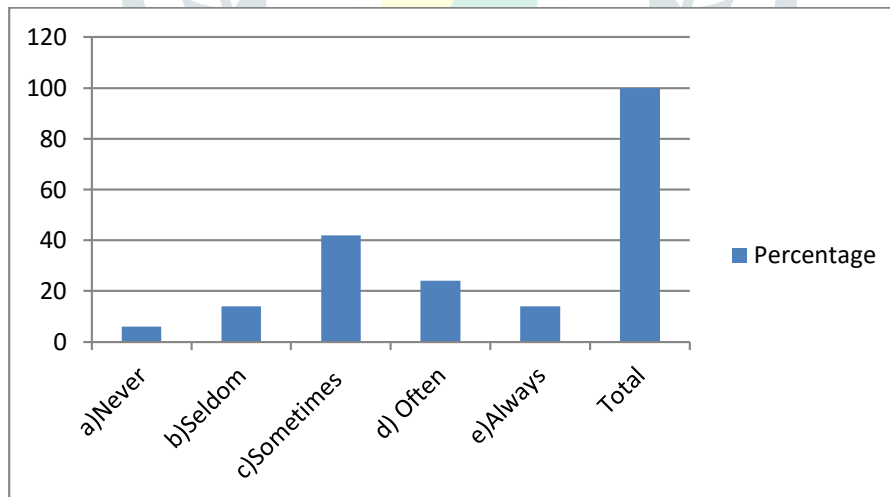
The P value is less than 0.05. It implies that there is a significance difference in the recognition to the work in the NGO.

Table No.6.18: Mental Disturbance with regard to human misery

Particulars	Frequency	Percentage
a)Never	3	6
b)Seldom	7	14
c)Sometimes	21	42
d) Often	12	24
e)Always	7	14
Total	50	100

Interpretation: The above table shows that 42% of the respondents are sometimes mentally disturbed with regard to human misery. 24% of the respondents are often mentally disturbed while 14% of the respondents are seldom mentally disturbed. Other 14% of the respondents are always mentally disturbed with regard to human misery.

Figure No.6.18



One-Sample Kolmogorov-Smirnov Test

	VAR18 a	VAR18 b	VAR18c	VAR18 d	VAR18 e
N	50	50	50	50	50
Normal Parameters ^{a,b}					
Mean	.0400	.1400	.4400	.2400	.1400
Std. Deviation	.19795	.35051	.50143	.43142	.35051

Most Extreme Differences	Absolute	.540	.515	.370	.471	.515
	Positive	.540	.515	.370	.471	.515
	Negative	-.420	-.345	-.308	-.289	-.345
Kolmogorov-Smirnov Z		3.819	3.643	2.616	3.330	3.643
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	.000

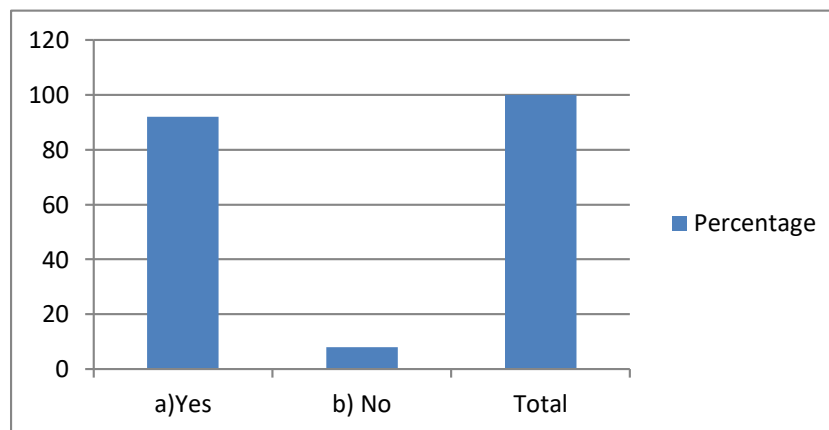
The P value is less than 0.05. It implies that there is a significance difference in the mental disturbance with regard to human misery.

Table No.6.19: Positive approach in times of non recognition of work.

Particulars	Frequency	Percentage
a) Yes	46	92
b) No	4	8
Total	50	100

Interpretation: The above table shows that 92% of the respondents say that they have a positive approach in times of non recognition of work. 8% of the respondents say that they don't have a positive approach in times of non recognition of work.

Figure No.6.19



One-Sample Kolmogorov-Smirnov Test

		VAR19	VAR19
		a	b
N		50	50
Normal Parameters ^{a,b}	Mean	.9200	.0000
	Std. Deviation	.27405	.00000 ^c
	Absolute	.535	
Most Extreme Differences	Positive	.385	
	Negative	-.535	
Kolmogorov-Smirnov Z		3.782	

Asymp. Sig. (2-tailed)

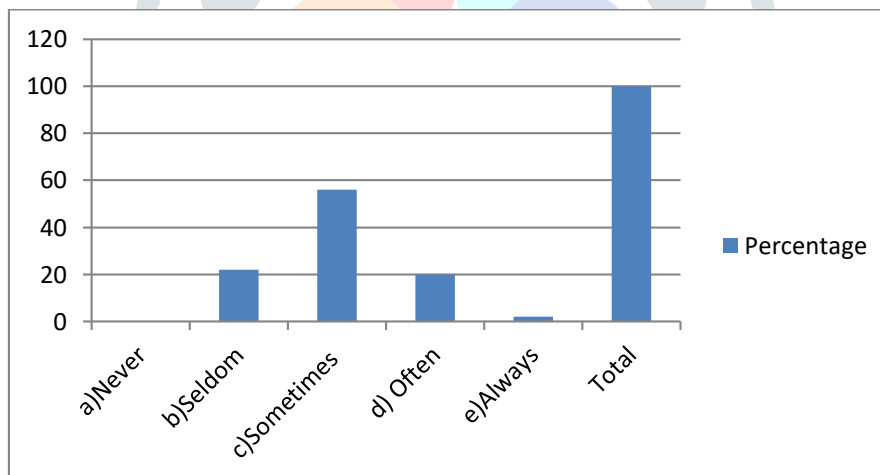
.000

The P value is less than 0.05. It implies that there is a significance difference in the positive approach in times of non recognition of the work.

Table No.6.20: Time for self

Particulars	Frequency	Percentage
a)Never	0	0
b)Seldom	11	22
c)Sometimes	28	56
d) Often	10	20
e)Always	1	2
Total	50	100

Interpretation: The above table shows that 56% of the respondents say that they sometimes find time for themselves. 22% of the respondents seldom while 20% of the respondents often find time for themselves. Other 2% of the respondents always find time for themselves.

Figure No.6.20

One-Sample Kolmogorov-Smirnov Test

		VAR20 a	VAR20 b	VAR20c	VAR20 d	VAR20 e
N		50	50	50	50	50
Normal Parameters ^{a,b}	Mean	.0000	.2200	.5600	.2000	.0200
	Std. Deviation	.00000 ^c	.41845	.50143	.40406	.14142
Most Extreme	Absolute		.480	.370	.490	.536

Differences	Positive	.480	.308	.490	.536
	Negative	-.300	-.370	-.310	-.444
Kolmogorov-Smirnov Z		3.397	2.616	3.463	3.792
Asymp. Sig. (2-tailed)		.000	.000	.000	.000

The P value is less than 0.05. It implies that there is a significance difference in the time the NGO workers find for themselves.

FINDINGS, SUGGESTIONS AND CONCLUSIONS

FINDINGS

- It has been found that majority of the humanitarian workers are freshers with less than 2 years experience.
- It clearly indicates that the social workers have a strong sense of responsibility regarding their job performance in the NGO.
- The survey reveals that majority of the social workers feel that they have made a right career choice.
- Survey shows that the NGO workers have to take initiative to get sponsors.
- The study shows that most of the time it is easy to deal with people whom the social workers are helping in their NGO's.
- The research shows that there is a sense of gratitude among the inmates for the help they have received.
- Majority of the work place are not adequate with all facilities.
- The study shows that rarely conflict arises while working with the colleagues in an NGO.
- At times the social workers are supported through emotionally demanding work as shown in this research.
- The research shows that the working time and the working location of most of the social workers can be flexible.
- It has been observed that not obtaining the sponsors at times of emergency can lead to stress.
- The survey shows that the humanitarian workers receive good support and respect for their work from the society.
- The study shows that human misery or humanitarian crises cause mental disturbance among the social workers.
- It is observed that the social workers have a positive approach towards work even if they don't get recognition.
- The survey shows that even in a busy schedule the NGO workers find time for themselves and their dear ones.
- It has been found that at times the humanitarian workers are encountered to a lot of criticisms while meeting people with regard to work.

- The survey reveals that less earnings is not a reason for frustration of the NGO workers.

SUGGESTIONS

The study on work stress and its impact on the working conditions of the NGO workers helped to find out many of its facts, the problems faced and the remedies taken to overcome the problems in the NGO's. Every organization, regardless of its size, the product or the service rendered must have the right number and type of people necessary to do the task in an appropriate manner. On the basis of the study the following suggestions are:

- Dedicated leaders should be given the opportunity to serve the society with their new and innovative ideas.
- Modern technologies should be used to collect sufficient funds.
- Proper training should be provided to the workers.
- The funds that are collected should be used for the needful.
- Humanitarian workers should influence the public to donate funds through word of mouth. For this they are required to have healthy personal relationship with the society.
- There should not be monopolization of leadership. Young and efficient leaders should come forward to serve the society in a more effective way.
- Proper co-ordination between the NGO's at local, state and national levels.
- Use of the local media's to advertise and create more awareness about humanitarian work.
- Programmes should be conducted in schools and colleges to spread awareness among the youth and make them more enthusiastic to volunteer in serving for the betterment of the society.
- Support and participation from the public would encourage the social workers to work more effectively.
- Social workers should have good contacts which will enable them to raise necessary funds easily.

CONCLUSION

To conclude, it is clear that the level of work stress can be reduced to a large extent by employing strategies like having a favourable working environment, specific hours of work, level of productive rate expected and good interpersonal relationships at workplace. It is also clear that a well trained social worker is able to cope stress to a greater extent. Most of the social workers work in a more productive way for the betterment of the society inspite of the less remuneration they receive compared to the mainstream jobs. Many of the humanitarian workers get motivated to serve the society when they have personally experienced human misery. This enables them to understand the inhumane conditions and make them more dedicated towards their responsibility.

People who are emotionally weak cannot deal with a lot of stress. Stress and human misery can make a person mentally disturbed. This sometimes demands them to leave their job. On the other hand, people who try to look at the brighter side of their work take it as a challenge and work with full dedication and find happiness in

servicing the needy. It's the responsibility of the society at large to support and encourage these humanitarian workers instead of criticizing their work.

NGOs are the ones who really intend to care the uncared sections and the people at the bottom of the social stratum. Ours is an developing country which requires these type of committed, devoted and dedicated organizations for the development of the country. So, the government, the leaders, the donors, the politicians and the people should support these organizations and help them to solve their problems at the grass-root level. Then only their services are undoubtedly commendable in the upliftment of the rural poor.

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QUESTIONNAIRE:

1. Are you clear about the goals and objectives of your NGO.
 - a) Yes b) No
2. Are you clear about your duties and responsibilities?
 - a) Yes b) No
3. Do you have the satisfaction of working in a NGO?
 - a) Never b)Seldom c)Sometimes d)Often e)Always
4. Did you ever feel you have made a wrong choice of career as a social worker?
 - a) Yes b) No
5. Do you feel frustrated that you don't earn much?
 - a) Yes b) No
6. Do you encounter lot of criticism while meeting people with regard to your work?
 - a) Never b)Seldom c)Sometimes d)Often e)Always
7. Do you get sponsorship readily in times of emergency?
 - a) Never b)Seldom c)Sometimes d)Often e)Always
8. Is it easy to deal with people whom you are helping in your NGO?
 - a) Never b)Seldom c)Sometimes d)Often e)Always
9. Are the people you serve grateful
 - a) Never b)Seldom c)Sometimes d)Often e)Always
10. Is your place of work adequate with all facilities?

a) Yes b) No

11. Do you have to work very intensively?

a) Yes b) No

12. Is there friction or anger while working with your colleagues?

a) Never b)Seldom c)Sometimes d)Often e)Always

13. Can your working time be flexible?

a) Yes b) No

14. Are you supported through emotionally demanding work?

a) Never b)Seldom c)Sometimes d)Often e)Always

15. Can your working location be flexible?

a) Yes b) No

16. Do you receive the respect from society for the work you do?

a) Never b)Seldom c)Sometimes d)Often e)Always

17. Does human misery disturb you mentally?

a) Never b)Seldom c)Sometimes d)Often e)Always

18. Do you have a positive approach when you don't get recognition for your work?

a) Yes b) No

19. Do you get enough time for yourself?

a) Never b)Seldom c)Sometimes d)Often e)Always

20. Does dealing with people who have taboo ailments scare you?

a) Never b)Seldom c)Sometimes d)Often e)Always

