

# OCCUPATIONAL STRESS AT WORKPLACE: A STUDY OF STRESS LEVEL AMONG MANAGEMENT EDUCATORS IN DELHI NCR, INDIA

Ms Anchal Chhabra  
Phd Research Scholar (Management)  
Mewar University, Rajasthan

Supervisor  
Dr Kirti Agarwal  
Director, ITERC College, Duhai Road, GZB (NCR)

## ABSTRACT

*Stress is a universal element and persons from nearly every walk of life have to face stress. Employers today are critically analyzing the stress management issues that contribute to lower job performance of employee originating from dissatisfaction & high turnover ultimately affecting organizational goals and objectives. How stress affects employee performance, managerial responsibility, & consequences of high stress are basic aims of the study. The universe of the study is Delhi NCR; the target population is management faculties of the top B-schools of Delhi NCR. Field study was conducted with questionnaire as the primary data collection instrument. Data was analyzed using statistical techniques (Karl Pearson coefficient of correlation). The factors affecting stress were identified; personal issues, lack of administrator support, long working hours, poor working conditions, unpredictability in work environment & inadequate monetary reward.*

## KEYWORDS

Occupational stress, Management educators, HRM.

## INTRODUCTION

Job life is one of the important parts of our daily lives which cause a great deal of stress. Due to the competitive nature of the job environment most of the people in the world are spending their time for job related work purposes resulting ignore the stressor those are influencing their work and life. Usually people are more worry about their outcome of their work that can even affect the way they treat other people and how they communicate with their peers and customers. For example, people with a higher percentage of occupational stress may not be satisfied with their job and therefore they will not feel happy working in the organization. They may feel frustrated or “burned out” when they are having problems with peers or customers. This may leave a negative impact to the organization itself. Therefore, it is very important for employer and employees to realize the stress and the stress or that cause all the negative effects. Due to the increasing number of universities and the competition among them, teaching jobs have become very challenging. The aim of this study is to identify the stressors issues that will influence the management

faculties' job satisfaction. We selected teaching because educators have been consistently identified as a group experiencing high stress at work.

## STRESS IN WORK AREA

Human body has certain physical and mental capacity. This is also a paradigm. When we do or made to do beyond our capacity, the paradigm is broken and we become tense- this is nothing but stress. Stress is triggered when we are trying to attempt something beyond our capacity. Torments, physical or mental, especially for an indefinite period, can cause stress.

## STRESS DEFINED

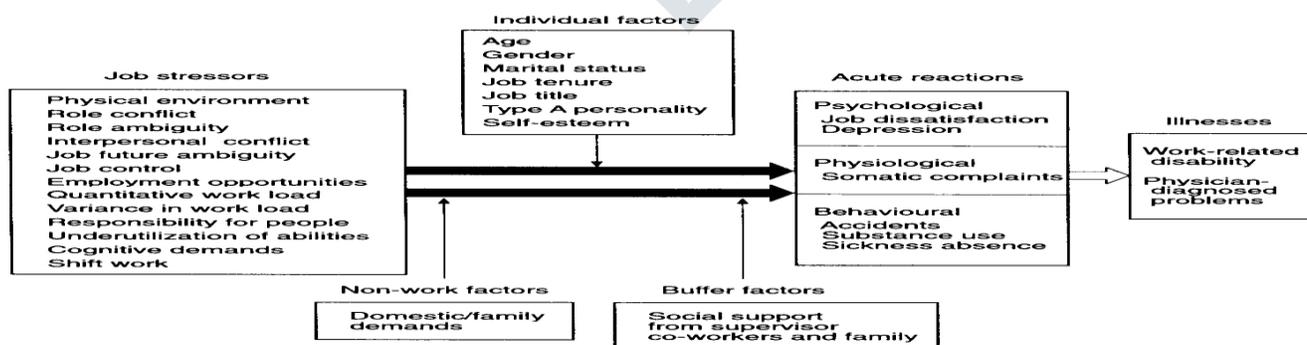
Stress seen in individuals, is defined as any interference that disturbs a person's healthy physical and mental well-being. It occurs when the body is required to perform beyond its normal range of capabilities. Beneficial stress can help to drive a few of us to historic successes, while harmful stress can drive us to despair. A force as potent as this has to handle with respect. There are a few interesting facts about stress and they are-

Stress releases hormones like adrenaline and cortisol, which on short term help us to perform better but these can be extremely harmful to the body in the long run. It is easier for family, friends and colleagues to spot symptoms of stress in a person than a person who is affected.

- Physical Signs of stress include fatigue, headache, skin rashes, digestive disorders, ulcers, colitis, loss of appetite, overeating, cramps etc. the more immediate physical reactions to stress can be in the form of nausea, dry mouth, breathlessness etc..
- Emotional Signs can include irritability, anxiety, loss of sense of humor, inability to concentrate and even loss of interest in personal appearance.
- Behavioral Sign show a craving for stimulants, increased intake of sugar, chocolates, coffee/tea, cigarettes, alcohol etc.

Each individual reacts differently to factors causing stress and the actual stress itself. Though it is believed that women tend to go into shell when extremely stressed, men on the contrary become more violent, irritable and develop addiction. No individual can claim to be free from stress at all points of time. Stress cannot be completely eliminated. Stress can only be reduced.

## CAUSES OF STRESS



## OBJECTIVES OF THE STUDY

The study is conducted with the following objectives-

- 1) To check out the level of stress among management educators.
- 2) To analyze the working conditions of the management faculties and its impact on stress.

## HYPOTHESIS OF THE STUDY

The study is conducted with the following hypothesis-

Ho: There exists a significant relationship between variables like working hours, working conditions, stress management techniques on stress level.

H1: There does not exist a significant relationship between variables like working hours, working conditions, stress management techniques on stress level.

## RESEARCH METHODOLOGY

For the purpose of research 20 management faculties working in top Management schools of Delhi NCR are selected. The study is conducted by collecting data through primary sources such as questionnaires, interviews and observations. Secondary sources of data like journals, books, and internet websites are also used for the purpose of data collection.

*Statistical tools used for hypothesis testing:*

Karl Pearson Co-relation test to find correlation between stress level and working hours, working conditions and stress management techniques.

## LIMITATIONS OF THE STUDY

The present study does not cover all the management Institutes in Delhi NCR and the sample size is limited to 20 faculties only.

## REVIEW OF LITERATURE

Mr. Carol Turkington has said that stress itself will not hurt a person, but how one respond to stress is much more important. Some important tips that can be shared by all to deal with stress at work place includes-

- 1) Creating a balance between allowing easy contact and providing privacy.
- 2) Reduce or eliminate noise and other pollution.
- 3) Try and get in as much natural light as possible into the work area.
- 4) Have a backup plan for any electrical or electronic breakdown.
- 5) Try to ensure enough storage and filing space.
- 6) Keep most used articles at easily accessible places.

Stress at workplace seems to be gaining prominence. A recent study conducted by Sandhya Mehta and Sander Kaur of Gurunanak Institute of Management and Technology, Ludhiana found stress level for technical teachers were higher than that of non-technical teachers. Role expectations, role overload, role-isolation are stronger for technical teachers than non-technical teachers.

## CRUCIAL FACTORS

The factors mentioned below are found to have a powerful influence on gold collars

1. Technological Obsolescence
2. Interaction with the team members
3. Carrying out work at home or working for late hours.
4. Role overload: Assuming different roles in a different or same project.
5. Work culture: Travelling abroad and facing different cultures.
6. Technical constraints: Lack of technical expertise
7. Attitude and relation of the family towards work.
8. Workload: Excessive and diverse work
9. Technical risk propensity: Risk due to using innovative technology or process.

## DATA ANALYSIS & INTERPRETATION

### RESPONDENT'S AGE

Age	Number of respondents	
	Number	Percentage
Below25	3	15
26-35	5	25
36-45	8	40
above 45	4	20
<b>Total</b>	<b>20</b>	

### RESPONDENT'S GENDER

Marital status	Number of Respondent's	
	Number	Percentage
Married	14	70
Unmarried	6	30
	<b>20</b>	

### RESPONDENT' SALARY

Salary	Number of respondents	
	Number	Percentage
5TH PAY	9	45
6TH PAY	8	40
CONSOLIDATED	3	15
<b>Total</b>	<b>20</b>	

### RESPONDENT'S MARITAL STATUS

Gender	Number of Respondents	
	Number	Percentage
Male	8	40
Female	12	60
<b>Total</b>	<b>20</b>	

## DESCRIPTIVE ANALYSIS

Each factor of stress is measured on a five-point scale; where '1' indicates Strongly Disagree and '5' indicates strongly agree. The below table shows the average level of intensity of each subscale along with their mean, standard deviation and variance.

TABLE 1: STRESS SCORES LEVELS

Low level stress	20-45
Middle level stress	45-60
High level stress	60-85

Out of 20 management faculties, 10% lies in the low level test scores, 20% lies in the middle level test scores and the remaining 70% lies in high level test scores.

TABLE 2: DISTRIBUTION AND MEANS & SD OF VARIABLE

Factors	Min	Max	Mean	SD	VARIANCE
Working hours	1	4.2	2.87	0.752	0.5651
Working conditions	2.6	3.6	3.14	0.353	0.1244
Stress management techniques	2.6	4.6	3.16	0.542	0.2944

SD= Standard Deviation, Min-Minimum, Max= Maximum

## RESULTS OF THE STUDY

Table 1 presents descriptive data which includes mean, standard deviations, minimum and maximum scores and categories of scores for all variables of study. The range of respondents' age is from 25 to 45 years. Respondent's job experience ranged from 0 to 20 years, likewise the number of dependents vary from 1 to 3. The findings were as follows-

- The findings from Karl Pearson Correlation analysis showed that there were significant positive relationships between respondents gender and work stress. ( $r= 0.23$ )
- The findings also suggested that there were positive relationship between the respondents marital status and job stress. ( $r=0.19$ )
- Furthermore, there were significant positive relationships between the respondents number of dependents and stress level ( $r=0.15$ )
- There is a positive correlation between male employees and job working hours. This shows that the male employees are satisfied with the working hours as compared to female employees. ( $r=0.65$ )
- All males and females are satisfied with the working conditions as there is a positive correlation ( $r=0.89$ )
- Analysis of stress management techniques and job satisfaction has showed that the absence of stress management measures has not affected job satisfaction of employees.

## CONCLUSION

The employer can start with some stress reducing measures like-

- 1) Regular feedback of employees on job related aspects.
- 2) Encouraging employees to work in flexible work time, especially for female workers.
- 3) Organize regular stress reducing sessions like yoga, meditation etc.

Stress can be minimized and not completely eliminated. Stress can be reduced by having a positive outlook towards life.

**REFERENCES**

1. Jain.K.K, Fauzia Jabeen, Vinita Mishra and Naveen Gupta“*International Review of Business Research Papers*” Vol. 3 No.5, November2007 (Pp.193-208 )
2. Jawahar Rani “*A study on Work-Relate stress among Women Professionals in Chennai City*”, Vol.24, No.2, June 2015(pp 543-548)
3. Kakoli Sen “*The Indian Journal of Industrial Relations*”, Vol.44, No.1, July 2016 (Pages 14-23)
4. Ramaniah, Subrahmanian. Mu. “*Management and Labor Relations*” Vol.33, No.4, November 2008 (pp 474-480)
5. Sanjay Kumar Singh and Paramjeet Kaur Dhillon “*Management and Labour Studies*”, Vol. 30, No.3, August 2015.
6. Sunetra Bhattacharya, Jayanti Basu “*Journal of the Indian Academy of Applied Psychology*” Vol.33, No.2, July 2016 (pp 169-178)
7. Swaminathan.P.S, Rajkumar.S “*Management and Labour Studies*”, Vol.35, No.1, February 2014 (pp 59-71)

**WEB LINKS**

www.indianmba.com  
 www.hindu.com  
 www.aisel.aisnet.org  
 www.wbiconpro.com  
 www.proud2bindian

**QUESTIONNAIRE****MEASURING JOB STRESS AMONG MANAGEMENT EDUCATORS****Name:****Age:** Below 25 / 26 to 35/ 36 to 45 / above 45**Marital Status:** Married/Unmarried**If Married, No. of children:****Organization:****Salary** (per annum): As per fifth pay/ as per sixth pay/ consolidated**Please read the following questions and give any one of the scores mentioned below:**

1. Disagree Strongly 2. Disagree 3. Neutral 4. Agree 5. Strongly Agree

S.No	Questions	Score
1	Teaching provides me with an opportunity to advance professionally.	
2	I feel comfortable to work with latest technologies in the organization.	
3	I worry about the layoffs and retrenchment in the organization	
4	I am able to meet out the demands of my job.	
5	I work for long hours, on overtime and even on holidays.	
6	I'm so busy I find it increasingly difficult to concentrate on the job in front of me.	
7	I experience excessive work pressure.	

8	My relationship with colleagues and peers is smooth and co-ordial.	
9	I am able to receive support from my boss, colleagues and juniors.	
10	I am able to get the necessary information to perform my job effectively	
11	I feel tired during the day.	
12	I spend so long at work that my outside relationships are suffering.	
13	I always get a good night's sleep without worrying about work	
14	I have been given my expected Promotion.	
15	My colleagues and peers celebrate my accomplishments.	
16	My income is very important to run my family.	
17	I am able to maintain my family after the working hours	
18	I am able to receive good support from my family members.	
19	I do not have the freedom to make my own decision	
20	Working conditions in my organisation are comfortable	

