



# OCCUPATIONAL STRESS AND WORK- CULTURE BALANCE: A STUDY ON TOURISM TRAINERS IN GOVERNMENT SCHOOLS OF DELHI, INDIA

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**Abstract:** This study specifically examines the relationship between Work Performance and Occupational Stress among the Travel and Tourism Trainers working in Government Schools in Delhi, India. The study is based on primary data collected from 120 Travel and Tourism Trainers of Government schools in Delhi, India. The data are examined using a variety of statistical methods. According to the study's findings, there exists a moderate level of Occupational Stress and a moderate level of Work Performance among the Travel and Tourism Trainers working in Government Schools in Delhi, India. The study's findings also show a strong negative relation between Occupational Stress and Work Performance. In order to build a work environment that everyone is glad to be a part of, management of educational setup can use this study to raise the level of Work Performance and decrease the level of Occupational Stress among their trainers. This, in turn, will increase organizational efficiency and effectiveness in the academic setups.

**Keywords:** Occupational Stress, Work Performance, Travel and Tourism Trainers, Delhi, India

## Introduction

The times have changed from a time when men were the sole breadwinners of the household to a world in which men and Travel and Tourism Trainers share equal responsibilities for family life and society. Travel and Tourism Trainers have made their presence felt in every thought. From sports to aviation, politics to engineering, medical professionals to academia, Travel and Tourism Trainers have made significant contributions in nearly every field. While working as a Government Schools in Delhi teacher has proven to be a life-sustaining income for Travel and Tourism Trainers, it also puts pressure on them. Work life has undergone major changes in recent decades, resulting in increased work-related stress and work-life imbalance for Travel and Tourism Trainers in Government Schools in Delhi. Work-life balance for Travel

and Tourism Trainers employees has been considered an important area of research discussion in recent decades.

According to Hagen R. (2002), "Government Schools in Delhi are the largest 'knowledge-based' institutions in the region. Industry and policy makers are therefore calling to transform the traditional role of education and research by adding a vital role in the economic development of the region."

However, additional demands on Travel and Tourism Trainers and staff can lead to stress in their jobs and poor work-life balance. Ultimately, this can have negative consequences for achieving organizational goals and meeting the needs of the people you work with. Today, the cries of work-related stress can be heard from every corner of the world, and work-related stress and work-life balance have become major concerns for working Travel and Tourism Trainers and organizations.

Understanding the professional stress and work-life balance of Travel and Tourism Trainers in higher education is therefore of great importance for Government Schools in Delhi and the nation as a whole, and encourages Travel and Tourism Trainers to engage in efforts to build a civilized nation. The work-life balance and the stress of work are closely related. What seems important in this context is the emphasis employees place on achieving balance in their lives, and the effectiveness of workplace practices and policies that support achieving such goals (Ross & Vasantha, 2014).

According to Peeters, Montgomery, Bakker, and Schaufeli (2005), family and professional pressures tend to be mutually exclusive, leading to imbalances. The debate about work-life balance and its implications is therefore an important issue that needs to be explored as more Travel and Tourism Trainers work in Indian society.

This study seeks to investigate the work stress and her work-life balance of a Travel and Tourism Trainers member at Government Schools in Delhi, India. In the next section, we provide a literature review of the investigated constructs, followed by data analysis and discussion.

### **Literature Review**

Occupational Stress defined by Leka, Griffiths and Cox (2004) is "the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope". In literature, Job stress has been conceptualized as a state in which job related factors interact with a person to change his/her physiological or psychological conditions so much so that the person is made to deviate from the normal functioning (Beehr and Newman, 1978). Comish & Swindle (1994) states it as a mental as well as physical condition that affects an individual's personal health, effectiveness, productivity, and quality of work.

Work Pressure according to Mc Auley F et al (2003) is described as "a competition for both time and energy between the different roles filled by an individual". Vijaya Mani (2013) has identified some of the crucial factors affecting the work life balance of Travel and Tourism Trainers professionals in India, which include gender discrimination, role conflict, organizational politics, lack of recognition, elderly and children care issues, issues in time management, quality of health, and lack of social support. Rout, Lewis and Kagan (1999) reveal that Travel and Tourism Trainers experience a due amount of pressure in the morning times before going out to work and in the evening times after work, to do all the extra work that is important for the family.

Work-life Conflict as defined by Higgins, Duxbury & Lyons (2001) is a “form of inter-role conflict in which work and family demands are mutually incompatible, meeting demands of both the domains is difficult”.

One cannot neglect Work Pressure as a crucial issue for a working person not because of its benefits only but also because of its ill consequences that could generate with work- life imbalance.

O' Laughlin et al (2005) have identified multiple role demands of academic staffs within the work setting, e.g., teaching, consultation, research, and supervising research scholars, as key factors contributing to job stress. Ironically, academicians have keenly researched other professional groups, but there is a dearth of studies in their own context. Hence there is a significant need to focus on the unfocused sector. Cox et al (1978) specified in their research on stress and well-being of school teachers that more than 60 per cent of teachers considered working as the prime cause of stress in their lives. In another study, Kyriacou (1980) reveals that teachers, when compared to other professionals, experience a greater level of stress. The grounds for the stress in such profession are numerous. Repetti, R.L. (1992) and Repetti,

R.L. & Wood, J. (1997) suggest that Travel and Tourism Trainers teachers perceive more stress than men and cope differently with it. One finding by American Psychological Association suggests that even though Travel and Tourism Trainers are more likely to address physical symptoms connected with stress, they do a better job in getting connecting with others in their lives and, most of the times; these connections turn out to be effective stress management strategies for them. Grecu et al. (2014) highlights those specific personality characteristics and a person's coping mechanisms play a predictor role in the stress process. Arnold J et al (1991) states that “an occupational stress can be caused by too much or too little work, time pressure and deadlines, fatigue from physical strains of work environment, excessive travelling, long hours, having to cope with changes in work”. Chand and Monga (2007) while studying the correlates of burnout and job stress among teachers in India found that minimum job stress was reported by the assistant professors and maximum by professors. Moreover, work life balance was found to influence the performance of Italian Vocational Trainers (Poggesi, 2015).

### **Research Methodology**

For this study, Government Schools were selected in Delhi, India. Tourism trainers of Government schools from different zones of Delhi have been chosen for the survey. These trainers were selected for data collection using purposive sampling.

The respondents of this study are the randomly selected tourism trainers of Government schools from different zones of Delhi.

The sample size selected was 120 respondents. Self-administered questionnaires were given to the respondents. Out of 120 distributed questionnaires, 90 completed questionnaires were returned, resulting in a response rate of 75%.

The research instrument used to collect data for this study is the self-administered questionnaire. This questionnaire included different structured scales for Occupational stress and Work-Life balance along with a section that includes questions related to biographical information. Various statistical techniques and methods such as descriptive statistics and correlation have been used to analyze the data.

### **OBJECTIVE OF THE STUDY**

The following objectives are formulated for the proposed study:

- To analyze the impact of occupational stress on work performance and job satisfaction level.
- To study the relationship between occupational stress and employee turnover.
- Data Analysis and Interpretation
- Frequency Distribution of Biographical Information of the respondents is given below in Table-1, 2, 3, and 4.

Age	No. of respondents in the sample	Percentage
Less than 25	6	6.66
26-35	24	26.66
36-45	33	36.66
46-55	16	17.77
56-65	6	6.66
66 and Above	5	5.55
Total	90	100

Table 1: Frequency Distribution of Age of Respondents.

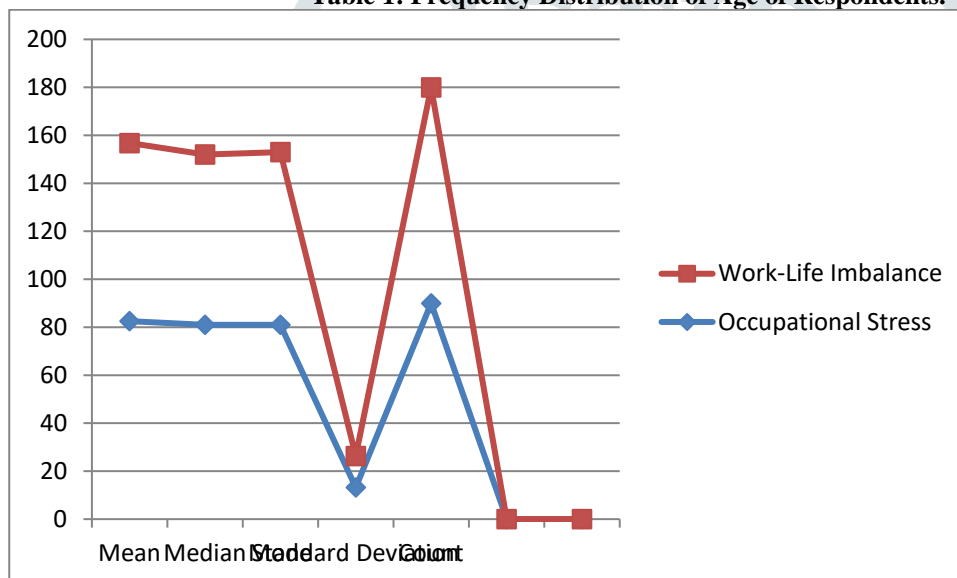


Figure1: Frequency Distribution of Age of Respondents.

Table 2. Frequency Distribution of Educational Qualification of Respondents.

Educational Qualification	No. of respondents in the sample	Percentage
Masters	35	38.88
Masters and above	55	61.11
Total	90	100

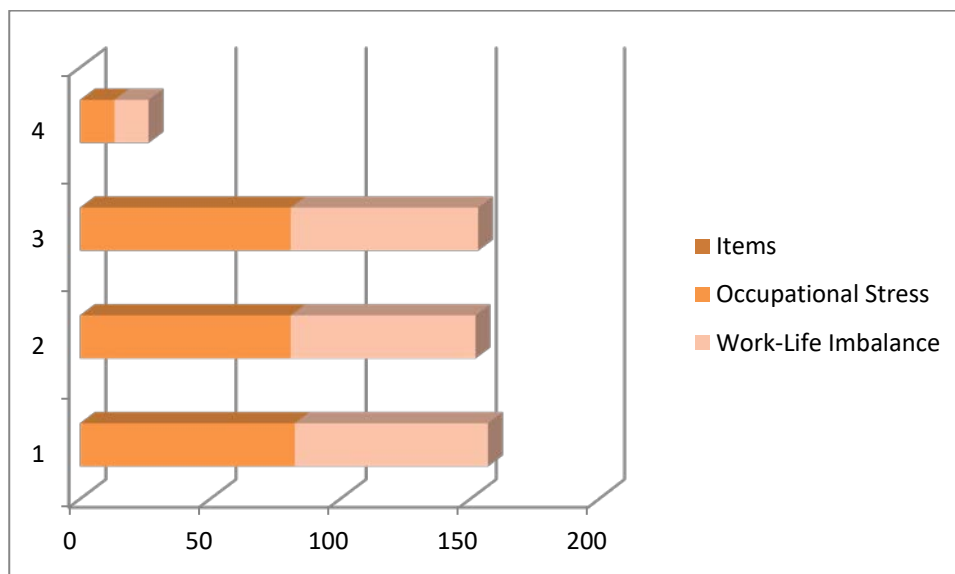


Figure 2. Frequency Distribution of Educational Qualification of Respondents

Table 3. Frequency Distribution of Years of Lecturing Experience of Respondents.

Lecturing Experience in years	No. of respondents in the sample	Percentage
0-5 years	20	22.22
5-10 years	38	42.22
10-15 years	18	20
15 years and Above	14	15.55
Total	90	100

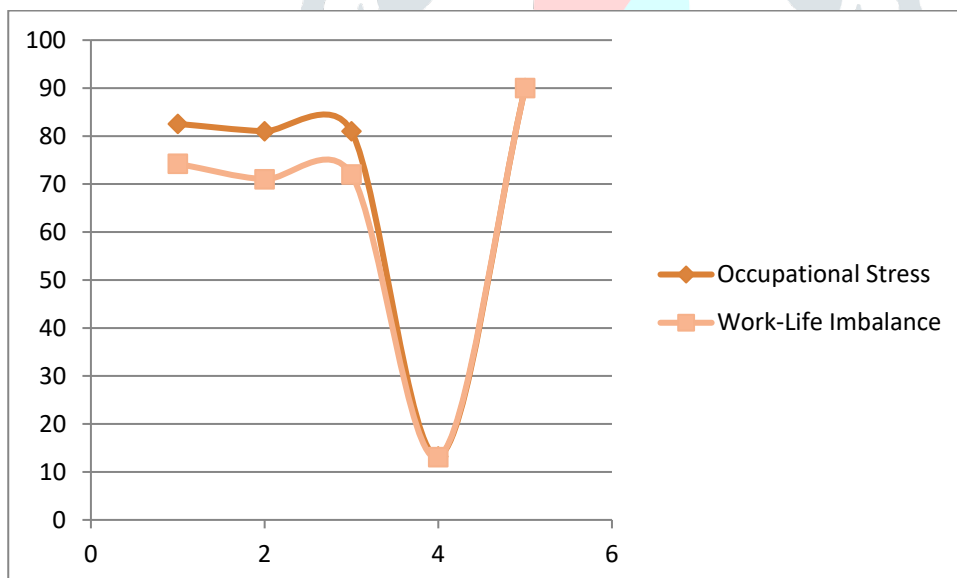


Figure 3. Frequency Distribution of Years of Lecturing Experience of Respondents

Table 4. Frequency Distribution of Marital Status of Respondents

Marital Status	No. of respondents in the sample	Percentage
Single	30	33.33
Married	45	50
Divorced	9	10
Widowed	6	6.66
Total	90	100

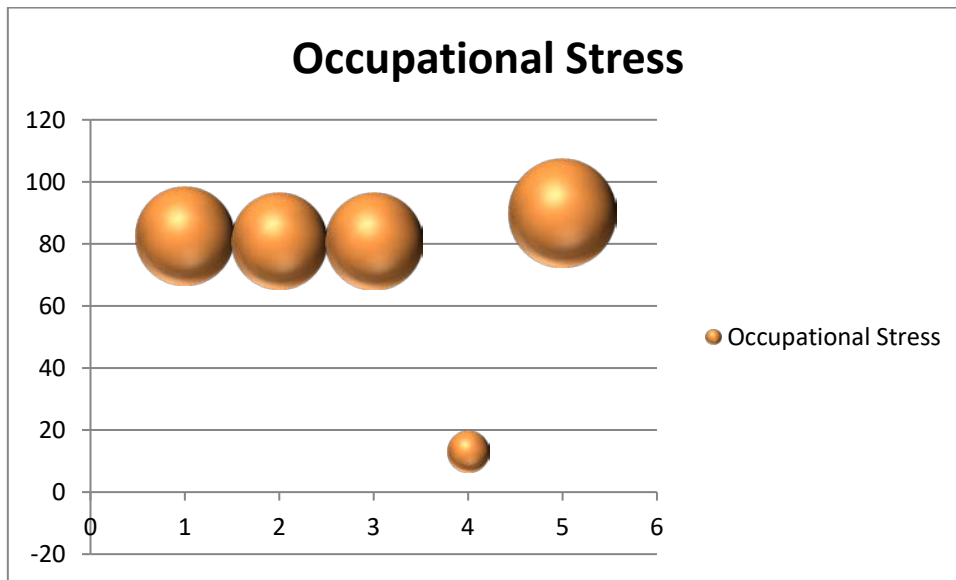


Figure 4. Frequency Distribution of Marital Status of Respondents

- Level of Occupational stress: The mean value of the scores obtained from individual cases can range from 30 to 150. Low score signifies low level of work- stress and vice versa. Hence, mean score below 90(median) will represent low level of occupational stress and mean score above 90 will signifies high level of occupational stress, as
- Shown in Table-5.
- Level of Work-Life Balance: The mean value of the scores obtained from individual cases can range from 26 to 130. Here, the low score signifies high level of work-life balance and vice versa. Hence, mean score below 78(median) will represent high level of work-life balance or low level of work-life imbalance and mean value above 78 will signifies low level of work-life balance or high level of work-life imbalance, as shown in Table-5.

Table 5: Mean Median, Mode, and Standard Deviation of Occupational Stress and Work-Life Imbalance.

Items	Occupational Stress	Work-Life Imbalance
Mean	82.55	74.23
Median	81	71
Mode	81	72
Standard Deviation	13.225	13.0883
Count	90	90

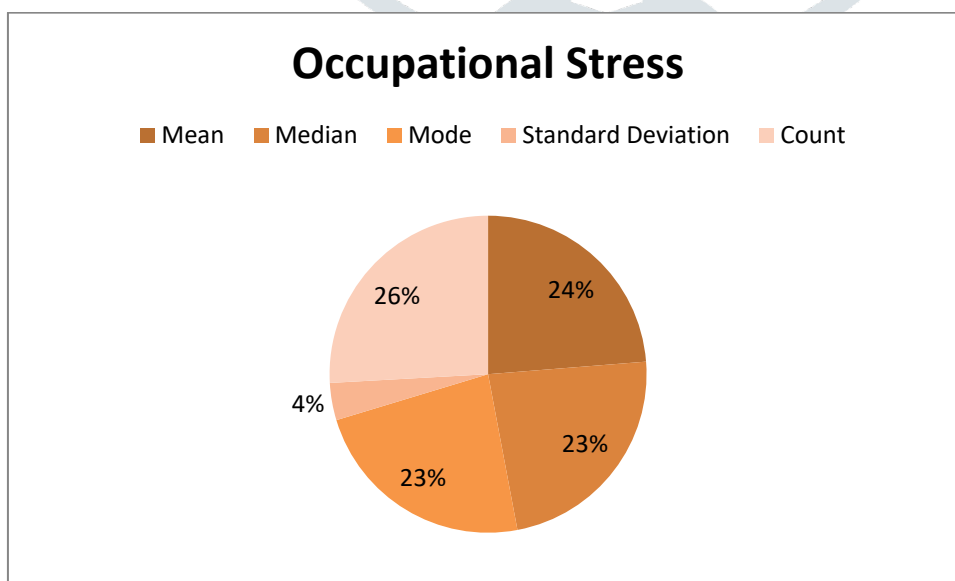


Figure 5: Mean Median, Mode, and Standard Deviation of Occupational Stress and Work-Life Imbalance.

- From the data table above, it can be drawn that the mean value for Occupational stress is 82.55 i.e. it lies close to the median value (90). Thus the occupational stress among the tourism trainers of Government schools of Delhi is neither too high nor too low but is moderate.
- The mean value of Work-Life Imbalance is 74.23 which are again close to the median value of 78. Thus, the tourism trainers of Government schools of Delhi are having a moderate level of work-life imbalance or Work-Life Balance.

## Discussion

The motive of this study was to investigate the occupational stress and work-life balance amid Tourism trainers of Government schools of Delhi, India. The study was also conducted to determine the relationship between occupational stress and work-life balance amid the Tourism trainers.

The results of the study reveal that there is a moderate level of occupational stress among the tourism trainers. The finding is consistent with the research conducted by Ali Raza (2012) which indicates that there is a moderate level of stress perceived by university teachers of Punjab and stress is not a big problem in the environment of higher education institutions. But the finding is inconsistent with a number of earlier studies such as Kyriako (1980) revealed that when compared to people in other professions, teachers do experience a greater level of stress. Cox et al (1978) reported that more than 60 per cent of teachers considered working as the main source of stress in their lives.

But it should be kept in mind that no study has taken tourism trainers of Government schools of Delhi as sample to conduct such research. Hence, though the organizational settings could be similar but not same. Thus, the finding holds good.

The correlation analysis identified a strong positive relationship between occupational stress and work life imbalance of tourism trainers of Delhi. Hence, changes in one variable may be used to make changes in another.

The implication of this empirical article is notable since little research prevails concerning occupational stress and work life balance among tourism trainers in higher educational institutions in Delhi. This information may help in framing appropriate policies and practices within the educational institutions.

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