

# A Study Of Job Stress Among Women Employees In Chennai City

**Mrs. J. Jamuna Rani**

Ph.D Research scholar, Department of commerce,  
Sir Theagaraya College, University of Madras,  
Chennai, India

**Dr. G. Vijaya Kumar**

Ph.D Research supervisor, Department of Commerce,  
Sir Theagaraya College, University of Madras,  
Chennai, India

**Abstract:** *The present study is to measure job stress among women employees in various companies in Chennai City, The study aims to measure the relationship between demographic variables such as age, marital status, income, experience and job stress . It also identifies the most stressful factor among women employees in Chennai city. The sampling method adopted for the study was convenience sampling for a sample size of 150. Findings of this study reveal that there is a significant difference in the level of job stress of women employees who belongs to different age groups. Marital status, Income and experience of an employee also affect job stress. Opportunity for growth and development is considered as the most stressful factor among women employee in Chennai city. Positive attitude and meditation will be helpful for coping the stress.*

**Keywords:** *Job stress, Women employees, demographic factor, stressful factor.*

## I. INTRODUCTION

Women are represented in workforce in greater numbers than ever before. They are holding higher percentage of managerial and executive jobs than in the past. But these roles demand a fat slice of time of women executives. Hence, balancing personal and professional lives has been a challenging issue for women executives today. It may be seen that due to problems at workplace, personal life may get affected and vice-versa. However, one who is able to balance the two is the winner. Therefore, with the given background, an urgent need was felt by the researcher to study about stress among women employees.

The term stress is defined as “a state of mental or emotional strain or tension resulting from adverse or demanding circumstances”. Dr. Hans Selye, one of the leading authorities on the concept of stress, described stress as “the rate of all wear and tear caused by life.”

Stress can be positive or negative:

- ✓ Stress is good when the situation offers an opportunity to a person to gain something. It acts as a motivator for peak performance.
- ✓ Stress is negative when a person faces social, physical, organizational and emotional problems.

## II. FACTORS CAUSING STRESS

There are many factors that can contribute to employees stress and different people will be affected by stress in different ways. Factors that are responsible for causing stress are called stressors. This could be triggered by multiple factors including inadequate staff training, Job Culture and Climate, Opportunity for Growth and Development, Poor Relationship with the Supervisor, Workload, Career Concern, Role Ambiguity, Rotating Work Shifts, Role Conflict, Occupational Demands, Lack of Participation in Decision-making, Poor Working Conditions, Lack of Group Cohesiveness, Interpersonal and Intergroup Conflict, Organizational Changes, Lack of Social Support etc.,

## III. REVIEW OF LITERATURE

According to the conducted researches in different countries, teaching is one of the ten stressful professions in the world and teachers believe that teaching is a stressful and intensive profession. Stress can lead the teacher into negative undesirable emotions such as anger, frustration, anxiety, depression, and nervousness that can decrease teaching quality

of teachers in two different fundamental ways. First, if the teacher found his job stressful for a while, his satisfaction of his job might be decreased and this let him disappointed. Second, severe stress might decrease the quality of teacher's interaction with students. Stress does not harm teachers but it is harmful for the students too and leads them to emotional exhaustion, loss of efficiency, loss of enthusiasm and weaknesses in education finally. These results affect the whole school, other schools and the society at higher levels (Taheri et al., 2005).

According to Adler (1991) viewed that the better performance of the occupational roles by the women employees depend upon many factors. One of these is related to the physical facilities at the place of work. If the employer is unable to provide an adequate facility then the quality of work performance is likely to deteriorate.

A survey by the Labour Force of Great Britain 2014, has found that the total number of work related case of illness reported in 2013-14 exclusively was 2,44,000 and the number of working days lost due to this was 11.3 million calculated on an average of 23 days per case of stress. Education Industry and the teaching field were found to be one of the occupations which reported highest stress. The survey also further reported that workload pressures such as work shift, organizational factors, interpersonal relationships, changes at work, additional responsibilities etc, were considered to be the reasons of stress (Stress related and Psychological disorders in Great Britain 2014).

#### IV. OBJECTIVES

- ✓ To measure the relationship between demographic variables such as age, marital status, income, experience and job stress.
- ✓ To identify the most stressful factor among women employees in Chennai city.
- ✓ To determine the level of stress among the women employees.
- ✓ To suggest ways to manage stress.

#### V. METHODOLOGY

The study was based on the women employees in Chennai city. The data required for the study have been collected with the use of structured questionnaire by a direct survey self-administered questionnaire, a popular method of data collection. The sampling method adopted for the study was convenience sampling for a sample size of 150. Out of 200 questionnaires issued 167 was received and 17 were eliminated due to irregularities in the answering method.

The data collected were analysed with the use of factor analysis, Chi-Square Test and multiple regressions.

#### VI. EXPLORATORY FACTOR ANALYSIS

KMO value determining the sampling adequacy was found to be significant (0.719), as values above 0.7 were

considered good (field, 2009). Application of principal component analysis with varimax rotation resulted in the emergence of four distinct factors from the overall stress scale. The factor loadings of the items were higher than 0.7 and consistent within each factor.

#### VII. RELIABILITY ANALYSIS

The scale items were tested for internal consistency of the scale using the Cronbach's alpha technique. Five items for each loaded factor were checked for internal reliability of the instrument. All four factors depicted high internal consistency with values above .90 as values of alpha above 0.8 reflect high reliability (field, 2009).

In order to check the stability of the results, reliability test was conducted on the study predictors (work load, relationship with supervisors, job culture, opportunity for growth and development) and the dependent variable (job stress). Reliability test shows the extent to which internal items of a construct are free from internal error, consistent and relative to each other through the measurement of C-alpha value which should be above 80% for the data to be ideally accepted and reliable. All variables have a c alpha value larger than 70%, which indicates good reliability between each construct elements.

#### VIII. RESULTS AND DISCUSSION

	Frequency	Percentage
<b>Age</b>		
Up to 25 years	0	0
26-35 years	109	72.7
36-45 years	35	23.3
46 and above	6	4.0
Total	150	100.0
<b>Marital status</b>		
married	122	81.3
single	28	18.7
Total	150	100.0
<b>Income</b>		
15001 -25000	132	88.0
25001-35000	12	8.0
35001 and above	6	4.0
Total	150	100.0
<b>Experience</b>		
less than 5 years	23	15.3
6-10 years	81	54.0
11-15 years	34	22.7
above 15 years	12	8.0
Total	150	100.0

Source: Primary Data

Table 1: Demographic Profile of Respondents

The study aims at examining whether there is a significant difference in the level of job stress of women employees due to different demographic profiles.

The following hypothesis were formulated and tested using Chi – Square test

H<sub>01</sub>: There is no significant relationship between age and job stress

H<sub>02</sub>: There is no significant relationship between education and job stress

H<sub>03</sub>: There is no significant relationship between marital status and job stress

H<sub>04</sub>: There is no significant relationship between income and job stress

Demographic variables	Chi-Square Value	df	p-Value	Acceptance/rejection of null hypothesis
Age*Job Stress	278.019	42	.000	H <sub>01</sub> - Rejected
Marital status* Job Stress	110.480	21	.000	H <sub>02</sub> - Rejected
Income *Job Stress	198.529	42	.000	H <sub>03</sub> - Rejected
Experience * Job Stress	375.896	63	.000	H <sub>04</sub> - Rejected

Table 2: Results of Chi-square Test

The Chi -Square value of age and job stress was found to be significant at 1% level of significance, leading to the rejection of the null hypothesis which states that there is no relationship between age and job stress. There is a significant difference in the level of job stress of women employees who belongs to different age groups. Emotional maturity of the people increases with the age, and hence the ability to handle the work stress is also different among employees of different age groups. This can be the main reason for the difference in job stress of different age groups of employees.

Job stress among women employees differs due to different marital status of employees, income and experience of the employees. The chi-square value was found to be significant for these three demographic variables and thus the null hypothesis was rejected which states that there is no relationship between marital status, income, experience and job stress. The marital status affects the stress level of an employee, because married employees have more responsibilities than unmarried employee. Similarly, income and experience of an employee affect the job stress. Experience makes a person more aware about the surroundings and they do not expect more from the organisation. Similarly, the income of the employees affect the occupational stress, if a person is underpaid or not paid what he deserves, and then the stress may increase.

Independent Variables	Dependent variable: Job Stress		
	Beta	t-value	Sig.
Job Culture And Climate	.409	29.234	.000
Opportunity For Growth And Development	.688	41.919	.000
Poor Relationship With The Supervisor	.583	36.238	.000
Workload	.530	35.987	.000

Table 3: Determinants of Job Stress among Women Employees

Multiple R=.823, R-square=0.735

Multiple regression analysis was conducted to measure the contribution of each of the four factors in job stress. It can be interpreted from the above Table, Opportunity for growth

and development is considered as the most stressful factor among women employee in Chennai city, followed by poor relationship with the supervisor and workload. It is evident that job culture and climate was the least affecting factor of job stress. The value of R-Square was found to be 0.735, which shows that these four factors cause variation in the job stress around 73%, while the rest 27% of variation in the job stress can be assigned to other factors.

	Mean	Std. Deviation	Rank
<b>JOB CULTURE AND CLIMATE</b>			
My work is routine and it creates dull.	2.96	.850	3
Information is not directly communicated to me on how my performance is evaluated.	2.27	.960	19
Gender difference creates stress.	2.86	1.147	5
Last minute approval/ cancellation of decision by the employer lead to stress.	2.38	1.168	16
My job expectations and the job demands are not compatible	2.16	.778	20
<b>OPPORTUNITY FOR GROWTH AND DEVELOPMENT</b>			
Hindrance for growth and development by the employer leads to stress.	2.49	1.134	15
Opportunities are not given to the employees to qualify themselves for higher post.	3.05	1.073	1
Our superiors do not appreciate our achievements.	2.82	1.237	7
I cannot exhibit my ability and competency independently.	2.72	1.130	10
I do not have any development in my career according to my expectations.	2.97	1.167	2
<b>POOR RELATIONSHIP WITH THE SUPERVISOR</b>			
My superiors have pro-management attitude.	2.37	1.045	17
My higher authorities do not give due significance to my position and work.	2.92	.923	4
My superiors are partial in their treatment of the employees.	2.65	1.111	12
Superiors are concerned with their own welfare, and not that of the workers.	2.62	1.109	13
Our superiors pose their own mistakes on us.	2.85	1.163	6
<b>WORKLOAD</b>			
My official work at home robs my personal time.	2.79	1.012	9
I often think that I am working in a hectic environment.	2.72	1.037	10
I am responsible for too many different activities.	2.34	.961	18
My assigned tasks are sometimes too difficult and complex.	2.82	1.165	7

The working hours are so extended the official time.	2.55	1.207	14
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Table 4: Stress Level Among The Women Employees

From the above table it is evident, that among the selected twenty problems, most of the women employees face a problem of 'Opportunities are not given to the them to qualify themselves for higher post' which ranked as first followed by, they do not have any development in their career according to their expectations, their work is routine and it creates dull and their higher authorities do not give due significance to their position and work, plays a major role in creating stress. Gender difference also creates stress among women employees.

#### IX. FINDINGS

- ✓ There is a significant difference in the level of job stress of women employees who belongs to different age groups as maturity of the people increases with the age, and hence they can able to handle stress better than the young age people.
- ✓ The marital status affects the stress level of an employee, because married employees have more responsibilities than unmarried employee.
- ✓ Job stress level also depends upon the varied income level of the employees, if a person is underpaid than what he deserves, then the stress level of the employee increases.
- ✓ Opportunity for growth and development is considered as the most stressful factor among women employee in Chennai city, followed by poor relationship with the supervisor and workload.
- ✓ Job culture and climate was the least affecting factor of job stress.
- ✓ Opportunities are not given to the employees to qualify themselves for higher post creates high level of stress among the employees.
- ✓ Gender bias also creates stress among women employees.

#### X. SUGGESTIONS

- ✓ In order to get rid of stress, one should practice the following, Regular meditation, Physical exercise, Balanced diet, Focused thinking, Control of anger, Managing Depression.
- ✓ Maintaining calmness in stressful situations.
- ✓ Harmony towards self and others.
- ✓ Several programmes such as stress management, group counselling, and depression therapy can be conducted.
- ✓ Make time to enjoy an activity outside the work place.
- ✓ Maintain a positive attitude; this will make it easier to live and work with others.
- ✓ Do activities that help you feel relaxed and content

#### XI. CONCLUSION

It can be concluded that, there are mainly four factors (Job Culture and Climate, Opportunity for Growth and Development, Poor Relationship with the Supervisor and Workload) that cause job stress among women employees. Stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity, it's always best to keep busy, to plough anger and energy into something positive. Positive attitude and meditation will help for coping the stress. Having broader perspective of life will definitely change the perception of stress. Let us hope that we will be successful in making distress into stress for our healthy lifestyle as well as organizational well-being.

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