

A STUDY ON JOB STRESS WITH SPECIAL REFERENCE TO TRACO CABLE INDUSTRIES IN THIRUVALLA

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ABSTRACT

“Job stress is defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resource, or needs of the worker. Job stress can lead to poor health and even injury. Thus; challenge is an important ingredient for healthy and productive work.”

Organizational stress, according to the World Health Organization, is brought on by poor job design, unsatisfactory management and a lack of employee support. The ramifications of organizational or job stress can be quite serious. Therefore it has high relevance in the present work culture of an organisation. Addressing the causes of organizational stress can reduce absenteeism, boost employee morale and reduce attrition in the workplace. According to a 2000 Gallup Poll published by the American Stress Institute, more than 80 percent of workers experienced stress on the job; more than half of those stated that they needed help in dealing with that stress

The root of organizational stress is the poor design of jobs and work systems. Research by the World Health Organization shows that most job stress occurs when an organization values excessive demands and pressures that don't match employees' knowledge and abilities. This lacking job design is often accompanied by little opportunity for the employees to exercise choice or control in their positions. Offering employees more control over decision-making can boost employee morale and production, as well as eliminate job stress. Ignoring poor job design and work system design may result in increased employee absenteeism and illness. Employees can lose focus and become irritable and less committed to their work.

Poor management may also contribute to stress in an organization. Employees who deal with inadequate supervisors often suffer from frustration, apathy and poor performance. A key factor in poor management is an inability of managers to properly communicate with employees. This lack of communication contributes to unsafe work practices, staff turnover and even employee illness. Unhappy employees also tarnish a company's reputation by talking badly about it, damaging the company's image both internally and externally.

Diminishing the hazardous effects of organizational stress involves a high level of communication with employees. There are nine areas that should be analyzed, including individual job content, workload and pace, working hours, employee control in the job process, career development and pay, organizational roles, interpersonal relationships, organizational culture and work-home relationships. A thorough analysis of these areas can help management pinpoint stress-related areas that cause harm to employees and the organization. Eliminating these hazards promotes overall employee health, positive workplace morale and productivity.

INTRODUCTION

Stress is a general term applied to various psychological and physiological pressures by people throughout their lives. Stress is defined as a state of psychological and physiological imbalance resulting from the disparity between situational demand and the individual's ability and motivation to meet those needs.

There are three types of stress as follows:

a) PHYSICAL STRESS:

It is the stress that occurs due to the ergonomic is any organization. The physical condition i.e. the space given to an employee to sit, the equipment provided to him and the space requirement for its handling, the comfort level of the furniture at his disposal, the placement of telephone. If employees do not have comfort while working, they would be stress and these strains would result in extremely terrible result.

b) EMOTIONAL/MENTAL STRESS

Emotional/ mental stress has become a very vast study as every individual has his own distinct personality ,attitude , linking , dis-linking ,perceptions, opinions and mind –set and therefore all this makes the study of emotional /mental stress a very diverse , dynamic ,complicated and even confusing at times.

Every individual at the work place has to keep on playing with his own attitudes and styles of dealing with his subordinates, peers and boss. One attitude which might be the most appropriate to deal with a peer might create problems when used with a sub-ordinates or boss or even the same attitude used within a similar category ,say peers ,sub –ordinates or boss might raise eye-brows of many . This situation gives rise to mental stress. Emotional stress rises its head as a results from attention given to one peer by the boss and neglecting the other.

Emotional /mental stress also given rise to consequences which have disastrous results for the organization. Emotional stressors result in apathy, boredom, inattentiveness, loss of ability to concentrate, irritability and negativism.

c) BEHAVIORAL STRESS:

Behavioural stress is the stress that result due to the behaviour of self or other. Any employee entering the organization in an un-usual state of mind would definitely be unexpected to others and when they would greet that employee in the same old manner, the reaction would not be the same as it used to be. This situation might cause behaviours like a sudden change in smoking habits, sudden noticeable weight loss or gain or even difficult breathing.

Causes of stress

- *Organizational changes
- *Lack of social support
- *Career concern
- *Work overload
- *Poor working conditions
- *Interpersonal and intergroup conflict
- *Lack of participation in decision making
- *Occupational demand
- *Rotating work shifts

The word "stress" is derived from a Latin word "stringere" meaning to draw tight. From the view point of physical sciences, the phenomena of stress are evident in all materials when they are subjected to "force, pressure, strain or strong-from' 'Every material steel, rock or wood has its own limit up to which it can withstand stress without being damaged. Similarly human beings can tolerate certain level of stress. Stress is highly individualistic nature. Some people have high levels of stress tolerance for stress and thrive very well in the face of several stressors in the environment.

Stress refers to individual's reaction to a disturbing factor in the environment. It is an adaptive response to certain external factor or situation or what can be called environment stimuli as reflected in an opportunity , constraint or demand the outcome of which is uncertain but important.

Job stress comes in many different forms and affects your body in different ways. Job stress is more strongly associated with health complaints than financial or family problems. Stress is the motivator that ensures things get alone.

You may continually worry about a particular project, feel unfairly treated by a supervisor or co-workers or knowingly accept more than you can handle in hopes of earning a promotion. Job stress also frequently causes a condition marked by emotional exhaustion and negative attitudes towards others and yourself.

Job stress can be defined as the harmful physical and emotional response that occurs when the requirements of the job do not match the capabilities resources, needs of the workers. Job stress can lead to poor health and even injury.

In short, stress is a response to an external factor that result in physical, emotional, behavioural deviations in a person.

Personality traits are "Type A" personality. They are impatient, ambitious, competitive, aggressive and hard working. They set high goals and demands of themselves and others. And they are particularly prone to stress inducing anticipatory emotions such as anxiety.

IMPORTANCE OF STUDYING STRESS

A) Stress can have damaging psychological and physiological effects on employee's health and on their contributions to organizational effectiveness. It can cause heart disease and it can prevent employees from concentrating or making decisions.

- B) Stress is a major cause of employee absenteeism and turnover. Certainly such factors severely limit the potential success of an organization.
- C) A stressed employee can affect the safety of other workers or even the public.
- D) Stress represents a very significant cost to organizations.

RELEVANCE OF THE STUDY

Job stress and its effective handling are highly relevant in an organisation because of the following reasons:

1. The nature of work has changed considerably in many sectors of industry over the past decades.
2. Modern organizations consider job stress and job satisfaction of their employees as two important workplace issues.
3. According to recent studies, occupational stress accounts for 50-60% of all lost working days.
4. Work related stress is considered to be harmful when physical and emotional responses occur when there are a mismatch between job requirements and the workers' capabilities resources or needs.
5. Most researchers agree that workplace factors can cause work-related stress
6. These factors are divided into physical and psychosocial hazards. Exposure to physical hazards in the workplace can be associated with anxiety that, in turn, drives experiencing work-related stress. Psychosocial hazards include factors related to work design, organization, and management, together with workplace social structure that can have negative effects on individuals.
7. Work related stress usually influence individual and organizational issues including behavioural, mental, as well as physical outcomes, performance job.
8. Applied research indicates strong correlation between dimensions of workplace, stress, and job satisfaction. High levels of work stress are associated with low levels of work stress are associated with low levels of job satisfaction. Job stressors are predictive for job dissatisfaction and a greater propensity to leave the organization.

ANALYSIS

Research design

Research design is a master plan or model for the conduct of formal investigation and surveys. It is the specification of method and procedure for gaining information needed for solving problem. A research design is and specifies framework for controlling the collection. It is the basic plan, which guides the data collection analysis phase of the research.

Research approach

Research approach includes Quantitative approach and Qualitative approach.

Quantitative Approach

In this approach research is based on measurable quantities. Therefore data in this approach are available in the quantitative approach.

Qualitative Approach

Qualitative approach is concerned with subjective assessment of attitude, opinions and behaviours. Research in such situation is a function of the researcher's insight and impressions.

Sample frame

Sample frame is the list containing all items in the population. A researcher has to prepare a sampling frame. It is from this sampling frame that the items are selected to form the sample.

Sample size

Sample size refers to the number of sample units to be selected from the universe for the data collection activity. The sample size should neither be too large nor too small, it should be optimum. A study of sample constitutes 50 respondents constituting in the research area.

Sampling procedure

Sampling procedure is the procedure or technique adopted by the researcher in selecting the sample units from the universe. There are various methods available for sample selection.

Sources of data

The place from which a researcher collects his information knows as the sources. There are two types of sources of data.

- a) Primary data
- b) Secondary data
- A) Primary data

When the researcher trying to collect information for his particular purpose from the sources, it is a primary data. Therefore primary data are those collected by the investigator himself for the first time and they are original in character.

- B) Secondary data

Secondary data are those which have been collected by some other person for his purpose and published. So a researcher is said to make use of secondary data if he makes use of data already compiled by some other person. Secondary data are usually in the shape of the finished products.

Tools used for data collection

- 1) Questionnaire

Questionnaire is a collection of questions prepared by researcher for collecting opinions and suggestions from the respondents. The questionnaire supplied to the respondents and returned after filling.

- 2) Interview

Interview method is a direct method of collecting data. It is the verbal method of securing data in the field of survey. It is the method of social interaction. This is mainly done to extract information that was left out in the questionnaire. Opinions and suggestions were asked for the betterment of the project.

- 3) Record search

Record search is the search of reluctant record for collecting the information.

DATA ANALYSIS AND INTERPRETATION

TABLE 1: AGE WISE CLASSIFICATION OF EMPLOYEES IN TRACO CABLE

AGE	NO OF RESPONDENTS	PERCENTAGE
21-30	0	0
31-40	0	0
41-50	30	60
Above 50	20	40
Total	50	100

INFERENCE: It is observed from the survey that 60% of the respondents are between (41-50) years, 40% of the respondents are above 50 years.

TABLE 2: GENDER WISE CLASSIFICATION OF EMPLOYEES TRACO CABLE

GENDER	NO OF RESPONDENTS	PERCENTAGE (%)
Male	36	72
Female	14	28
Total	50	100

INFERENCE: It is observed from the survey that 72% of the respondents are male and 28% of the respondents are female.

TABLE 3: WORK EXPERIENCE OF EMPLOYEES IN TRACO CABLE

ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE (%)
(5-10) Years	2	4
(10-15) Years	1	2
Above 15	42	84
No response	5	10
Total	50	100

INFERENCE: It is observed that 4% of the respondents have 5-10 years of experience, 2% of the respondents have 10-15 years of experience, 94% of the respondents have above 15 years of experience, 10 % of the respondents have no response in their experience.

TABLE 4: PHYSICAL WORKING CONDITION OF EMPLOYEES IN TRACO CABLE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
Yes	31	62
No	14	28
No response	5	10
Total	50	100

INFERENCE: It is observed from the survey that 62% of the respondents are satisfied with the physical working condition of organization, 28% of the respondents are dissatisfied with the physical working condition of the organization and 10% of the respondents are not responding to the working condition of the organization.

TABLE 5: PERMANENT WORKERS IN THE TRACO CABLE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
Yes	50	100
No	0	0
Total	50	100

INFERENCE: It is observed that 100% of the workers are permanent workers of the organization.

TABLE 6: JOB SATISFACTION OF EMPLOYEES INTRACO CABLE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
Yes	35	70
No	15	30
Total	50	100

INFERENCE: It is observed that 70% of the workers are satisfied with their job and 30% of the workers are dissatisfied with their job.

TABLE 7: JOB SECURITY OF WORKERS IN TRACO CABLE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
Yes	39	78
No	11	22
Total	50	100

INFERENCE: It is observed that 78% of the workers are secured with their job and 22% of the workers are not secured with their job.

TABLE 8: QUALITY OF FOOD PROVIDED IN THE CANTEEN

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
Yes	22	44
No	28	56
Total	50	100

INFERENCE: It is observed that 44% of the workers are satisfied with the quality of food in the canteen and 56% of the workers are not satisfied with the quality of food provided in the canteen.

FINDINGS

- 1) The stress among the employees in TRACO Cable is in different dimensions namely: physiological impact, personal and work related.
- 2) Majority of the respondents are stressed due to 'change in the working hours' and 'change in the working conditions' at work.
- 3) Considerable respondents opined that, "Health problems" and "family conflict" are the important personal problems related to stress in the work place.
- 4) 55 percent of the employees have been facing the problems like 'work overload' and 'performance appraisal'.
- 5) Majority of the respondents opined that "Initiative "and Trustworthiness" are the major effects of self management on job effectiveness.
- 6) Bonus and alliances from the organisation is not up to the desired level of employees.
- 7) Employees are not well secured in their job.
- 8) Cooperation is less from the part of co-workers.

RECOMMENDATIONS

1. The organisation should take care about the employee's opinion related to incentives they provided.
2. The organisation should provide adequate salary package to the employees in order to retain them.
3. Stress reduces employees' wellbeing and commitment. So organisations should reduce stress in the working environment.
4. The organisation should create strong and friendly relationship between management and staff. This reduces work related stress.

CONCLUSION

Most of the employees in a private organization get stress due to work performance, dictatorial management policies, irrational policies, and workload disproportionate to salary and favouritism.

Inter personal relationship is a vital HRD sub system which creates a conducive HRD climate. The flaws in the relationship lead to more stress among the employees.

Employee's personal health and family circumstances are crucial factors for the quality of work life and stress free environment. The maximum percentage of the poor performance of employees is due to physiological and psychological problems.

It is found that the demographic variables like education, age, salary and experience for all level executives in the organization are creating stress among the employees. The management policies in favor of stress management, performance appraisal and organizational development are useful for the smooth conduct of the organization without stress.

As far as career planning is concerned the executives and staff are not adequately affected by stress, but the degree of measure of satisfaction in career planning is found in the organization.

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