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Occupational Stress, Employee Motivation & Psychological Well-Being Among Individuals Working In Sales Job

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ABSTRACT

This study is an attempt to understand the level of occupational stress and its relationship to employee motivation and psychological well-being among individuals working in sales job (mainly focused on field sales employees). For this 120 samples have been taken for data collection, 60 from field and 60 from desk job. Occupational Stress Index (OSI), Employee Motivation Schedule (EMS) and Psychological Well-Being Scale (PWB) were administered on them. Statistical techniques such as mean, t-test, SD and correlation were used for data analysis. The results reported that there is a significant difference in the level of occupational stress between individuals working in sales job and desk job. There is a positive correlation among the three variables. Insignificant differences were reported in psychological well-being and employee motivation among individuals working in field job and desk job.

Keywords: Sales, occupational stress, employee motivation, psychological well-being, employee.

INTRODUCTION

An employee is a person who was procured by a business to make a particular job. The representative is enlisted by the business after an application and meeting process brings about their choice as a worker. This determination happens after the candidate is seen by the business as the most qualified of their candidates to carry out the responsibility for which they are enlisting. A representative deals their aptitudes, information, experience, and commitment in return for pay from a business.

An employee whose work is office bound and all his/her work duties can be completed by sitting in the office is known as desk job employee.

An employee who has to travel outside the office and his/her duties can be fulfilled by travelling outside the office and meeting different people is known as field job employee.

Sale representative, working in field or in office, present and offer items or administrations to associations, organizations or government offices. They contact potential purchasers, present items and administrations, answer questions and examine estimating. Agents sell retail items, merchandise and ventures to clients. Agents work with clients to discover what they need, make arrangements and guarantee a smooth deal processing. Salespeople will work to discover new prospective customers, through professional resources, customer referrals and so forth. Some of the time, salesmen will concentrate on inside a deal, which ordinarily includes "cold pitching" for new customers while in an office setting, or outside deals, which includes visiting new or existing customers in the field. Generally, salespeople have a mix inside/outside deals work.

**In this study I have considered only sales people working on outside deals i.e. field job employees.*

A sales official is commonly a piece of the organization's business group and his/her essential employment is to sell. Sales administrators have set targets and procedures by their group director. They would generally be contacting a planned customer and convincing them to either buy/preliminary an item/administration, or acknowledge a visit. Sales administrators must have an away from of the item/administration they are selling and ought to have the option to haggle well.

Stress:

Stress is an indispensable part of our lives. It can be depicted as the example of reactions a living being makes to boost event that upsets the harmony and surpasses an individual's capacity to adapt. Notwithstanding, there are stressors which are pressure actuating occasions which for the most part appears as pain. Stressors for the most part extend from mellow to direct to major. Stress is considered as a significant reason for mental and physical medical issues. Stress is an essential element of life. Stress regularly builds our productivity and makes us scan for new adapting assets. However, the individuals who have not encountered any worry in their lives have a poor versatile system and may succumb to even gentle type of pressure.

Occupational stress is a continuing stress in an employee's life when an individual experiences disequilibrium between the workplace surrounding and their chances of coping. A medium level of stress is normal, but the situation become worse when the level of stress gets extreme and the individual couldn't cope with the situation. In a stressful situation, our body releases stress reaction. Stress becomes serious when employees feel that they have no control over work processes. There are few sorts of work related pressure, contingent upon the individual worker, their activity job, the organization culture and that's just the beginning.

A portion of the variables which are creating more pressure are over burden being approached to do much in a too brief time frame. In a stressful situation, our body releases stress reaction. It is a neuro-chemical process, e.g., increases the blood pressure, increases the heartbeat rate, and increases the breathing. Being approached to do too little work can likewise cause pressure under load. Such under load produces extraordinary feeling of fatigue which can prompt pressure. Some different components may incorporate job strife being the objective of conflicting requests or desires from various groups of individuals. Stress becomes serious when employees feel that they have no assistance from colleagues and the supervisors, and have no control over work processes. There are a few sorts of work related pressure, contingent upon the individual worker, their activity job, the organization culture, and that's just the beginning. Occupational stress is experienced by an employee when the work demand doesn't match with their knowledge and they couldn't cope with the situation.

Another factor is performance appraisal which incorporates methods utilized for assessing employee's performance. In the event that workers sees these as reasonable, representative will in general be lower; then again on the off chance that they see examinations to be unjustifiable; it is practically sure to be high.

Although stress is a major health issue, but there is also a positive form of stress called eustress that spurs and invigorates the employees to learn new aptitudes and perform all the tasks successfully, without the crippling effect commonly connected with work related pressure. On account of good pressure, the after effect of having effectively aced the task presented by the upsetting condition is a feeling of individual fulfilment and accomplishment. As indicated by prompt specialists, the connection among wellbeing and stress is solid. A few

specialists have referenced that about half to 70% of all physical ailment comes from work pressure. Stress has been ensnared in the occurrence of coronary illness, hypertension, ulcers and even diabetes. Stress agitates our complex inner system. It interferes with the proficient activity of our resistant framework the instrument through which our bodies perceive and obliterate possibly unsafe substance and interlopers, for example, microbes, infections and harmful cells. Working environment stress can bring about ongoing nonappearance from work and going to work in spite of being unwell and furthermore higher paces of mishaps and wounds. There are many contributing elements in the working environment that can prompt pressure, burnout, and despondency. These incorporate poor work association, unnecessary remaining burden, clashing jobs, work instability, absence of help from higher administration, and incapable correspondence.

Significant reasons for occupational stress:

While the wellsprings of occupational stress can fluctuate from individual to individual, realize that worker all things considered paying little heed to how huge or how little they might be / can be influenced by occupational stress. Some significant instances of occupational stress include:

- Clashes among people in an office or between hierarchical gatherings
- Absence of help from human asset offices
- Individual, situational, or proficient issues
- Harassing, deprecating, and separating
- Poor time management
- Practically no occupational direction or guidance
- Being exhausted
- Execution desires that far outperform a worker's preparation and capacities
- Loss of wages, pay cuts, and advantages

Regardless of what the reason might be, the impacts of work related pressure can be momentarily harming to the general prosperity and profitability of the worker. Not exclusively can work relate pressure cause quickened maturing and other individual issues, yet it can likewise significantly hamper a worker's inspiration, motivation, and devotion to their work.

EMPLOYEE MOTIVATION:

Concept of motivation:

It alludes to the inward procedures that enact, control and keep up conduct after some time. Inspiration alludes to a need or want that invigorates and coordinates conduct.

Atkinson characterized inspiration as: The term inspiration alludes to the excitement of inclination to act to create at least one impacts.

As indicated by Maslow: Motivation is consistent, ceaseless, fluctuating and complex and that it is a practically all inclusive qualities of especially every organismic situation.

D.O.Hebb said that: The term inspiration alludes (i) to presence of a sorted out stage grouping (ii) to its bearing and substance (iii) to its constancy in provided guidance or steadiness of substance.

The motivational cycle begins with a need which alludes to a need or shortfall of some need. The state of need prompts drive. A drive is a condition of pressure or excitement created by a need. It invigorates arbitrary movement. At the point when one of the arbitrary exercises prompts an objective, it lessens the drive and the creature quit being dynamic. The life form comes back to a reasonable state.

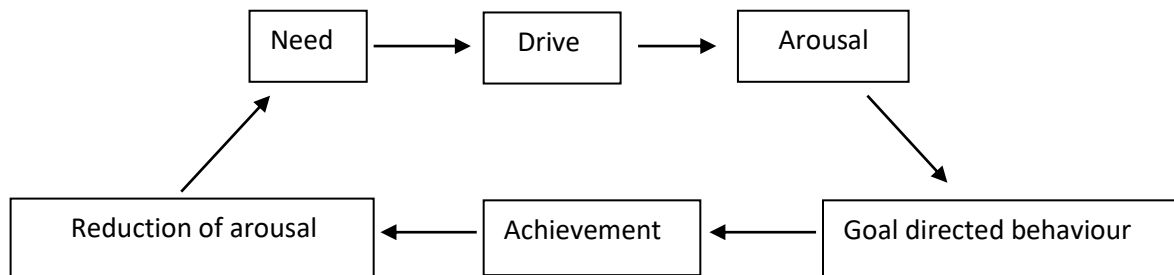


Fig1. The Motivational Cycle

Attributes of motivation

Mitchell (1982) cited by Mullins (2005) recognized four normal qualities which underlie the meaning of motivation:

- Motivation is embodied as an individual marvel: Each individual is one of a kind and all the significant hypotheses of inspiration take into account this uniqueness to be illustrated in one manner or the other.
- Motivation is typically purposeful: Motivation is expected to be heavily influenced by the labourer's behaviour that is impacted by inspiration, for example, exertion used, are seen as decisions of activity.
- Motivation is multifaceted.
- The reason for persuasive speculations is to anticipate behaviour: Motivation isn't simply the conduct, and it is not execution. Inspiration concerns activity, and the inner and outside powers which impact an individual's decision of activity.

Employee motivation is characterized as the excitement, vitality level, duty and the measure of imagination that an employee brings to the organization consistently. It is about how connected a representative feels to the association's objectives and how engaged he/she feels to work. If an employee will be motivated he will be able to do the tasks properly and he will be able to cope with the workplace demands, pressures and the challenging environment.

Inspiration is of two sorts:

- Intrinsic motivation
- Extrinsic motivation

Spurred representatives are an advantage for an association; they are straightforwardly relative to an association's prosperity. Inspiration is elusive, hard to quantify and incredibly hard to control, however exceptionally simple to encourage whenever done right. It's everything about expectation, force, and determination.

Intrinsic motivation implies that an individual is propelled from inside. He/she wants to perform well at the work environment on the grounds that the outcomes are as per his/her conviction framework. A person's profound established convictions are generally the most grounded inspirational elements. Such people show normal characteristics like acknowledgment, interest, respect, want to make progress.

For e.g. It is very much common among kids that if we over praised the child for the seemingly insignificant details they are relied upon to do regularly, their inspiration level abatements. So in case if you are a director, manager or in a position of authority, if you don't mind are deliberate with your criticism or applause. Ensure it is engaging and your representatives comprehend your desires.

Extrinsic motivation implies a person's inspiration is invigorated by outer elements prizes and acknowledgment. A few people may never be roused inside and just outside inspiration would work with them to complete the assignments. Research says extraneous prizes can some of the time advance the ability in an individual to gain proficiency with another range of abilities. Prizes like rewards, advantages, grants, and so forth can persuade individuals or give unmistakable criticism. Be that as it may, you should be cautious with outward rewards as well! A lot of anything can be destructive and as a chief or a boss, you should be obvious to what degree are you going to inspire your representatives to achieve authoritative objectives.

PSYCHOLOGICAL WELL-BEING:

In simple terms, when a person is fully satisfied with his life, happy, healthy, it means that the person's psychological well-being is quite high. Psychological well-being alludes to how individuals assess their lives. As indicated by Diener (1997), these assessments might be as insights or as influence. The intellectual part is a data based examination of one's life that is the point at which an individual gives evaluative decisions about one's fulfilment with life in general. The full of feeling part is a decadent assessment guided by feelings and emotions, for example, recurrence with which individuals experience charming/undesirable mind-sets in response to their lives. The supposition behind this is the vast majority assess their life as either fortunate or unfortunate, so they are typically ready to offer decisions. Further, individuals perpetually experience temperaments and feelings, which have a beneficial outcome or a negative impact. In this manner, individuals have a degree of emotional prosperity regardless of whether they don't regularly intentionally consider it, and the mental framework offers for all intents and purposes a consistent assessment of what is befalling the individual. As indicated by the World Health Organization (WHO), wretchedness and nervousness issue can affect an individual's capacity to both work, and work profitably. The WHO says businesses and administrators who set up working environment activities that advance mental wellbeing and bolster representatives who have mental disarranges see gains in the strength of their representatives as well as in their efficiency. Psychological instability isn't something to be humiliated about or seen as a sad circumstance. Much of the time, emotional wellness issues can leave and numerous individuals recuperate totally. Finding out about different adapting methods can assist people with managing pressure which can regularly affect on an individual's psychological prosperity.

Work load at certain level is vital for imagination and execution in work yet after certain level it ruins the health of both employee and the organisation. Work load improves efficiency and inventiveness of a worker, yet when a representative end up into much weight the prosperity of worker get crushed.

TYPES OF PSYCHOLOGICAL WELL-BEING:

Hedonic well-being is ordinarily used to allude to the emotional sentiments of joy. It includes two segments, a full of feeling part (high positive effect and low negative effect) and a subjective segment (fulfilment with life). It is suggested that an individual encounters bliss when positive effect and fulfilment with life are both high (Carruthers and Hood, 2004). Eudaimonic means a state of being satisfied, happy and healthy.

Eudaimonic terms	Hedonic terms
Self acceptance	Happiness
Environmental Mastery	Subjective well-being
Positive Relationships	Positive emotions
Personal growth	
Purpose in life	
Autonomy	

It is an important issue that companies are making an effort to make sure that their employees remain satisfied, happy, motivated and comfortable at work place. Prosperity is basically how somebody feels about different parts of their life – their home life, their wellbeing, their associations with others, their activity and different exercises. It's about whether they feel well and glad.

In the work environment, prosperity used to be an issue of wellbeing and security at work, at the end of the day restricting and tending to wellbeing and security concerns identified with wounds or medical issues brought about by the workplace. These days prosperity in the working environment is an a lot more extensive issue. In wellbeing terms, just as legitimately business related wellbeing and security; it's tied in with improving the wellbeing levels of workers all the more for the most part. Worker prosperity is about more than physiological or mental sick wellbeing – it's tied in with enhancing the strength all things considered, not simply decreasing the quantities of staff who are determined to have ailments. Worker prosperity likewise stretches out past wellbeing, and into bliss also, and work fulfilment.

We can conclude that because of fulfilling targets and strategies at time, over-workload, strict rules and policies, no comfortable environment in the workplace etc. they suffer from occupational stress. When a person is not satisfied with his or her job, she faces occupational stress and the mental well-being of an individual is disturbed.

REVIEW OF LITERATURE

1. *A.Bharadwaj et.al in India (2008)* worked on occupational health and psychological well-being of industrial employees. In the current period of globalization of business the idea of work associations and its condition are changing profoundly broadening perceptible effect on person's activity, wellbeing, wellbeing, and prosperity. The current investigation was intended to analyze the impacts of occupational health on mental prosperity. It was administered in a sample of 150 line-staff working in a creation association. Psychometrically institutionalized scales were utilized to evaluate the degree of occupational health and psychological well-being. Results findings suggested that the representatives who saw their work and its physical and psycho-social condition as to be sufficient and maintained healthy generally better by and large psychological well-being.
2. *Chandrakant Jamadar in Mysore (2012)* worked on occupational stress and work motivation among telecom employees. This study was done to examine the association between work motivation and occupational stress among telecom employees. It was administered on ninety six telecom employees in Mysore city. Random sampling was done by dividing the samples into 48 Airtel employees and 48 BSNL employees. Results suggested that work motivation has a relationship with occupational stress. Occupational stress is not a private matter to deal with alone. It affects both the employee and the organisation.
3. *Hui-Chuan Hsu in Taipei (2018)* surveyed on age differences in work stress, exhaustion, well-being, and related factors from an Ecological perspective. The study was done to find out the relation between work stress, well-being, exhaustion and connected individual, company, focusing on age differences in Taiwan. It was administered on the population of Taiwan (eighteen years or older). Sample was selected through stratified multistage probability proportional sampling. The original size of the population was 2031 and later it was reduced to 1298 population. Descriptive analysis, linear regression analysis and one-way analysis of variance were used for the measurement of well-being. Research findings have indicated that old age shows a negative linear relation on self rated health. Old aged peoples are more resilient so it would be beneficial to give them opportunities in the organisations.
4. *James Campbell et.al in University of Texas in April (2016)* worked on occupational stress: preventing suffering, enhancing wellbeing. According to James, Occupational stress is harmful for an individual's health causing mental, psychological, physical disorders and diseases. Organisations and individuals can alleviate these disorders through preventive stress management and enhanced well-being. This survey indicates the health risk factors associated with occupational stress, second, the preventive stress management, actions should be taken to bring about a change in people and third, the developing domain of enhancing well-being which helps in the development of an individual. We can conclude that, Occupational stress is certain to happen because of the elements of work, work load, not fulfilling target at times but it shouldn't be converted to any kind of psychological disorders and it shouldn't harm the daily functioning of an individual. By positive psychotherapy skills, stress can be reduced at that level the individual can deal with it.
5. *Joshua et.al in South Africa (2009)* surveyed on occupational stress, ill health and organisational commitment of employees at a university of technology. This study was done to explore the connection

between work related pressure, ill-health and hierarchical responsibility. Data collection was done from academic and support staff. The Organizational Stress Screening Tool (ASSET) and a historical poll were regulated. The outcomes demonstrated that diverse hierarchical stressors contributed altogether to sick wellbeing and low authoritative duty. Worry about professional stability added to both physical and mental sick wellbeing, though over-burden and employment viewpoints added to mental sick wellbeing. Worry about control and assets added to low hierarchical responsibility. Low individual responsibility to the association was anticipated by five stressors, specifically work-life balance, over-burden, control, work viewpoints and pay.

6. *Kapildev S.Khundaniya et.al in Gujarat (2014)* surveyed on occupational stress, job satisfaction & mental health among employees of government and non-government sectors. This study was conducted to examine the occupational stress, job satisfaction & mental health among employees of government & non-government sectors. It was administered on 100 employees (fifty government & fifty non-government) working in companies, schools, colleges & banks. The population was selected randomly, first divided into samples then divided equally as per gender. Job satisfaction scale, Occupational stress index, employee's mental health inventory were used for data collection. Results were analysed by using mean's, SD's, and t values. L. Nahar et al.(2013) examined the relationship between job satisfaction, occupational stress, and mental health on government and non-government sectors and found that job satisfaction among male employee was better than female employees but job stress and mental health found to be equal in both sex. Result findings have suggested that there is no significant difference between job stress, mental health and job satisfaction in both sectors and gender. Results indicated that there is a positive correlation among mental health and job satisfaction.
7. *Meera Padhy et.al (2015)* worked on optimism and psychological well-being of police officers with different work experiences. This examination analyzed the connection among hope and mental prosperity (PWB) among cops. Sixty cops, both male and female, between the age scopes of 26 to 57 years were ordered into two equivalent gatherings comprising of members beneath 10 years of work understanding (Group 1) or more 10 years of work understanding (Group 2). They were directed the Psychological Well-Being Scale and Life Orientation Test. Results show that cops of these two gatherings varied fundamentally on their hopefulness levels. Huge positive connections were found between positive thinking and PWB, for Group 2 and the whole example of cops. The discoveries of this examination demonstrate the requirement for association explicit mediations to expand idealism to oversee wellbeing results, and improve the PWB of these officials.
8. *Naem Akhtar et.al in Pakistan (2014)* worked on the factors affecting employee's motivation in banking sector of Pakistan. This study was done to discover the connection between the various components (budgetary prizes, individual characteristics, significant pay plans, work structure and supervision) and employee's motivation. In this study remunerates, significant compensation plans, work structure, individual characteristics and supervision are the independent variable and employee's motivation is dependent variable. It is the quantitative research. For the information assortment, study utilized the questionnaire technique and information assortment was done in the banking area of the Pakistan. In this study determined the sample size of 150 representatives of the various banks in Pakistan. For the investigation of the information utilized the multiple regressions. All the various factors have the positive effect on employee's motivation. It reasoned that these elements have beneficial outcome on worker's motivation.
9. *Sabine Sonnentag et.al in University of Konstanz, Germany (2013)* surveyed on workplace conflict and employee well being. This study was done to examine the association between task and relationship conflicts at work and employee well-being. It analyses mental separation from work during off occupation time as a mediator in the connection among conflicts and prosperity. In this study, 291 professional workers finished review proportions of task conflicts, relationship conflicts, mental separation from work during off employment time, and prosperity. Control factors included outstanding burden and occupation control. Results showed that employees encountering significant levels of task conflicts and elevated levels of relationship conflicts report more unfortunate prosperity. As anticipated, mental separation from work moderated the negative connection between relationship conflicts and prosperity. In spite of desires, mental separation neglected to direct the connection between task conflicts and prosperity.

10. *Saroj Parasuraman et.al in Drexel University (1996)* surveyed on work and family variables, entrepreneurial career success, and psychological well being. The investigation inspects the impact of work and family factors on the vocation achievement also, mental prosperity of 111 people business visionaries. The outcomes appear that work-space factors represent critical variety in time responsibility to work, while family-area factors clarify generous variety in time responsibility to family. Time responsibility to work and time promise to family play a significant job in interceding the impacts of sexual orientation, work and family attributes, and job requests on attempt to-family strife and family-to-work struggle. These two sorts of work–family strife thus intercede the impacts of time responsibility to work and family and chose work and family factors on business visionaries' vocation achievement and life stress. Ramifications of the discoveries and bearings for additional examination are talked about.

METHODOLOGY

Statement of the problem- To study the level of occupational stress, employee motivation & psychological well-being among individuals working in sales job.

RATIONALE/RESEARCH GAP

The nature of work is changing at high speed. Work pressure represents a risk to the health of labourers and to the strength of an association. Thousands of studies have been previously conducted to study various aspects of occupational stress, job satisfaction and mental well being among different individuals working in different sectors but in sales sector in India it lacks behind. Various overviews and studies affirm that occupational pressure and fears are the main leading source of stress. An expected 1 million employees are missing office regularly because of stress. Specifically, new studies can be conducted in the area of sales sector to better understand the impact of occupational stress on individuals working in sales, by giving more emphasis on job satisfaction and psychological well-being of an employee. Stress in basic structure may not be risky but its prolongation cause worry, loss of enthusiasm and inclination to do no work. In the Pune region, there is no research have been done on sales sector. Sales employee working in field have to travel a lot, meet different customers a day, visit various organisations, product negotiations, on time delivery and follow-up problems. Due to all of these reasons they face a lot of stress which get no importance. There is a need to address the occupational stress issues and improve the well being of an individual.

OBJECTIVES:

1. To study the level of occupational stress, employee motivation & psychological well-being among individuals working in sales job.
2. To assess the significant difference in occupational stress between individuals working in sales job and individuals are working at desk jobs.
3. To measure the significant difference in employee motivation between individuals working in sales job and individuals work at desk jobs.
4. To study the significant difference in psychological well-being between individuals working in sales job and individuals work at desk jobs.
5. To assess the relationship between occupational stress, employee motivation and psychological well-being among individuals working in sales job.

HYPOTHESES: H1: There will be a significant difference in occupational stress between individuals working in sales job and individuals working at desk jobs.

H2: There will be a significant difference in employee's motivation between individuals working in sales job and individuals working at desk jobs.

H3: There will be a significant difference in psychological well-being between individuals working in sales job and individuals working at desk jobs.

H4: There will be a significant relationship between occupational stress, employee motivation & psychological well-being working at sales job.

H5: There will be a significant relationship between occupational stress, employee motivation & psychological well-being working at desk job.

SAMPLE:

Total 120 individuals =60 working in sales jobs + 60 working in desk jobs from the age range of 25-40 years.

LOCALE OF THE STUDY:

The study will be conducted under PUNE region of MAHARASHTRA.

VARIABLES:

DEPENDENT VARIABLE	INDEPENDENT VARIABLE
Occupational Stress	Sales Employee
Employee Motivation	
Psychological well-being	

Table1. Dependent and independent variables

TOOLS TO BE USED:

Table2. Tools description

Name of the Tool	Year	Author	Reliability/ Validity
1. Occupational stress index	1981	Dr. A.K. Srivastava & Dr. A.K.Singh	Reliability-split half : 0.935 Cronbach's alpha: 0.90
2. Employees Motivation Schedule	1980	Dr. A.K.Srivastava	Reliability- test-retest: 0.61-0.84 Split half: 0.55-0.79
3. Psychological well-being scale	1989	Dr. Carol D. Ryff & Keyes	Reliability- test-retest: 0.50 Cronbach's alpha- 0.70

- Occupational stress index- It is a 46 item scale, that measures a employee's level of stress, and their experience
- s. It consists of 46 items and out of 46 items 28 are 'true-keyed' and rest 18 are 'false-keyed'. It consists of 12 subscales (role overload, role ambiguity, role conflict, unreasonable group and political pressure, responsibility for persons, under participation, powerlessness, peer group relations, intrinsic impoverishment, low status, strenuous working condition, unprofitability). It is a five point likert scale where the true items were marked as 5 for strongly agree, 4 for agree, 3 for undecided, 2 for disagree and 1 for strongly disagree and in the case of the false items were marked as reversed.
- Employees Motivation Schedule- It is a 70 item scale, which assesses employee's levels of needs, which motivate them to work effectively. It consists of 7 subscales (personal growth, achievement, self-control, monetary gains, non-financial gain, social affiliation& conformity, autonomy & self-actualization). It is a four point likert scale i.e. always/mostly/seldom/never.

- Ryff's psychological well-being scale- It is a 42 item scale, which measures the psychological well-being of an individual. This scale includes the following six components of psychological functioning: self acceptance, positive relations with others, autonomy, purpose in life, environmental mastery, and personal growth. Items are scored on 6-point scale ranging from strongly agree to strongly disagree.

STATISTICAL ANALYSIS:

In this present research Mean, 't' test' and correlation

PROCEDURE:

In this current study, first variables were decided. Then preparation of questionnaires according to three variables has been done. Location for the study was discussed. Then data has been collected in two steps- at first, we have took permission from the organisation's main authorities then second, samples were selected for the study and after their voluntary(informed) consent to participate in the study have been taken. Then we administered the measures of occupational stress, employee's motivation, psychological well-being. After the data collection, scoring has been and results were drawn out.

STATISTICAL TOOLS:

In this study, first excel data sheet has been used for data analysis then, data were imported to Statistical Software for Social Sciences (SPSS). After that, scorings were done with the help of SPSS.

ANALYSIS OF RESULTS

H1: There will be significant difference in occupational stress between individuals working in sales job and individuals working at desk jobs.

OCCUPATIONAL STRESS INDEX-

Table3 Mean and SD analysis for occupational stress between field job and desk job

Group Statistics					
	Sales	N	Mean	Std. Deviation	Std. Error
OSI	Field	60	146.38	10.056	1.298
	Desk	60	132.50	20.087	2.593

Independent sample t-test was conducted to compare the Occupational stress index score for both field and desk job. The results show that there is a significant difference in scores for field (M-146.38, SD-10.06) and desk (M-132.5, SD-20.09).

Table4 t- Test for Occupational stress between field job and desk job

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
OS I	Equal variances assumed	13.824	.000	4.787	118	.000	13.883	2.900	8.141	19.626
	Equal variances not assumed			4.787	86.826	.000	13.883	2.900	8.119	19.648

The computed t-value is 4.787 and it is significant at 0.05 level. So we can conclude that there is a significant difference in occupational stress between individuals working in field job and desk job. The hypothesis can be accepted.

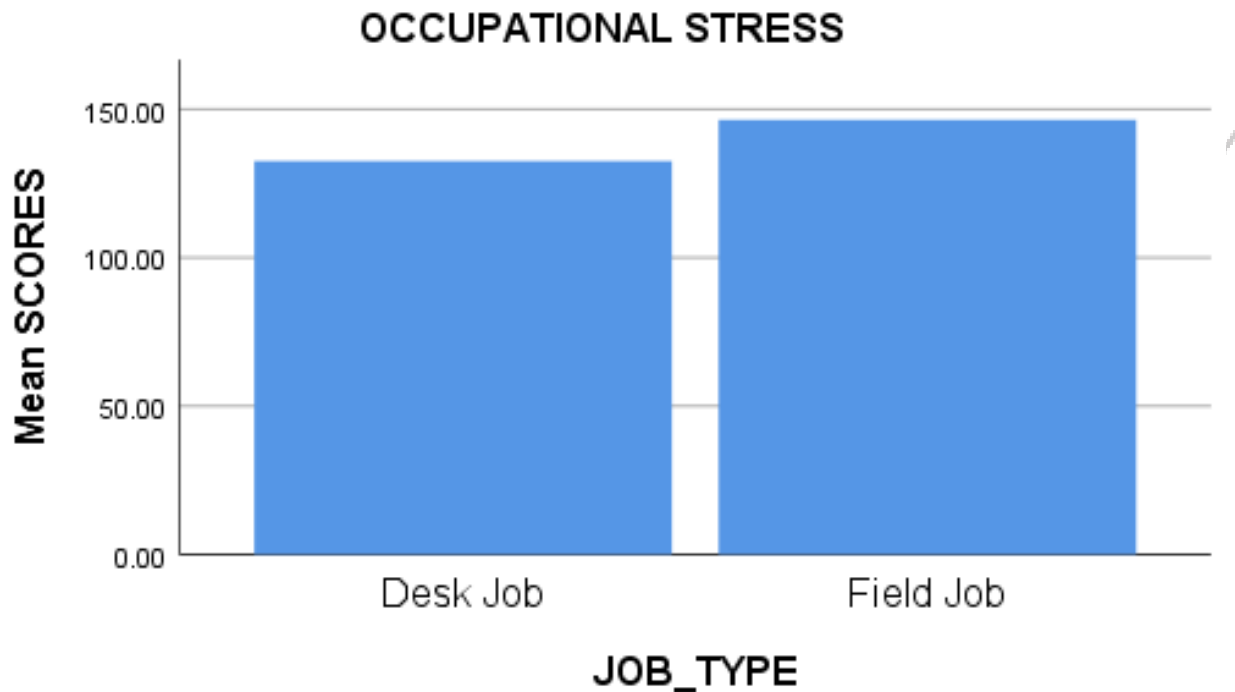


Figure2. Bar diagram shows the mean scores of occupational stress among field job and desk job employees.

EMPLOYEES MOTIVATION-

H2: There will be significant difference in employee motivation between individuals working in sales job and individuals working at desk jobs.

Table5 Mean and SD analysis for employee motivation between field job and desk job

Group Statistics					
	SALES	N	Mean	Std. Deviation	Std. Error Mean
EMS	FIELD	60	219.0000	28.99795	3.74362
	DESK	60	218.8000	25.02324	3.23049

Table5 shows independent sample t-test was conducted to compare the employee motivation schedule scores between field and desk jobs. The mean value of field job was found out to be 219 and desk job is 218.8.

Table6. T-test for Psychological well-being between field job and desk job

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
EM S	Equal variances assumed	1.020	.315	.040	118	.968	.20000	4.94477	-9.59199	9.99199
	Equal variances not assumed			.040	115.525	.968	.20000	4.94477	-9.59416	9.99416

Table6 shows that the computed t value is 0.040 which is not significant at both the levels of significance and therefore we reject the hypothesis and conclude that there is no significant difference in employee's motivation between field job and desk jobs.

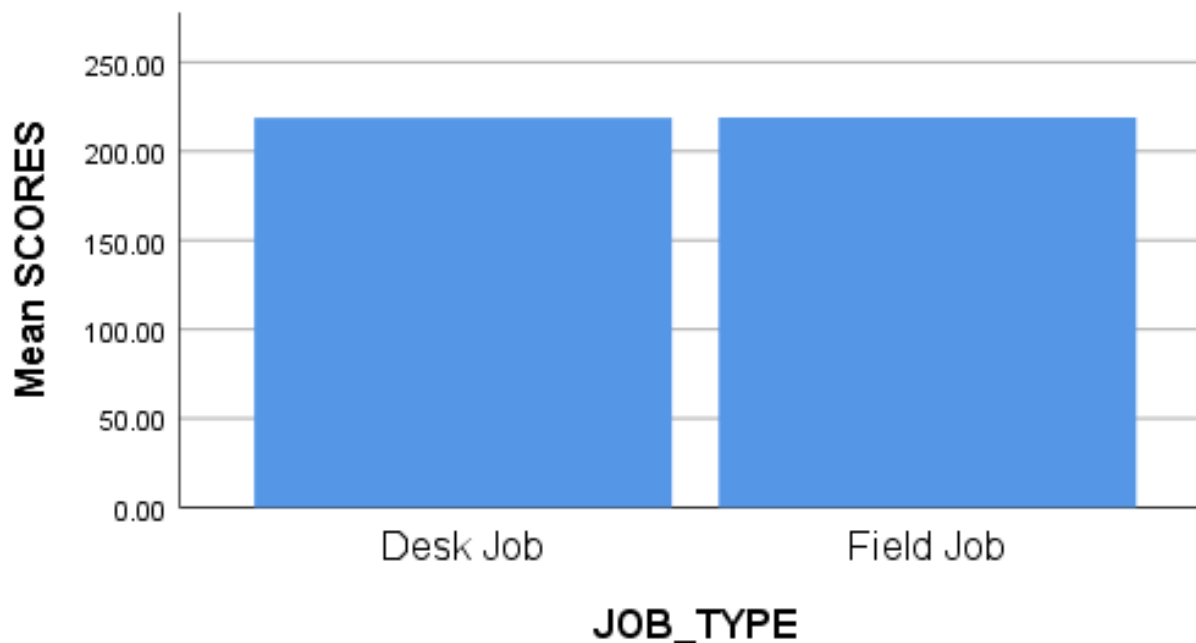
EMPLOYEE MOTIVATION

Figure3. Bar diagram shows the mean scores of employee motivation among field job and desk job employees

PSYCHOLOGICAL WELL-BEING-

H3: There will be significant difference in psychological well-being between individuals working in sales job and individuals working at desk jobs.

Table7 Mean and SD analysis for Psychological well-being between field job and desk job

Group Statistics					
	SALES	N	Mean	Std. Deviation	Std. Error Mean
PWB	FIELD	60	167.4000	27.42583	3.54066
	DESK	60	168.9167	23.09765	2.98189

Table7 shows independent sample t-test was conducted to compare the Psychological well-being scores between field and desk jobs. The mean value of field job was found out to be 167.40 and desk job is 168.91

Table8. T-test for employee motivation between field job and desk job

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
PW B	Equal variances assumed	2.388	.125	-.328	118	.744	-1.51667	4.62903	-10.68342	7.65008
	Equal variances not assumed			-.328	114.682	.744	-1.51667	4.62903	-10.68616	7.65283

Table8 shows that the computed t value is -0.328 which is not significant at both the levels of significance and therefore we reject the hypothesis and conclude that there is no significant difference in psychological well-being between field job and desk jobs.

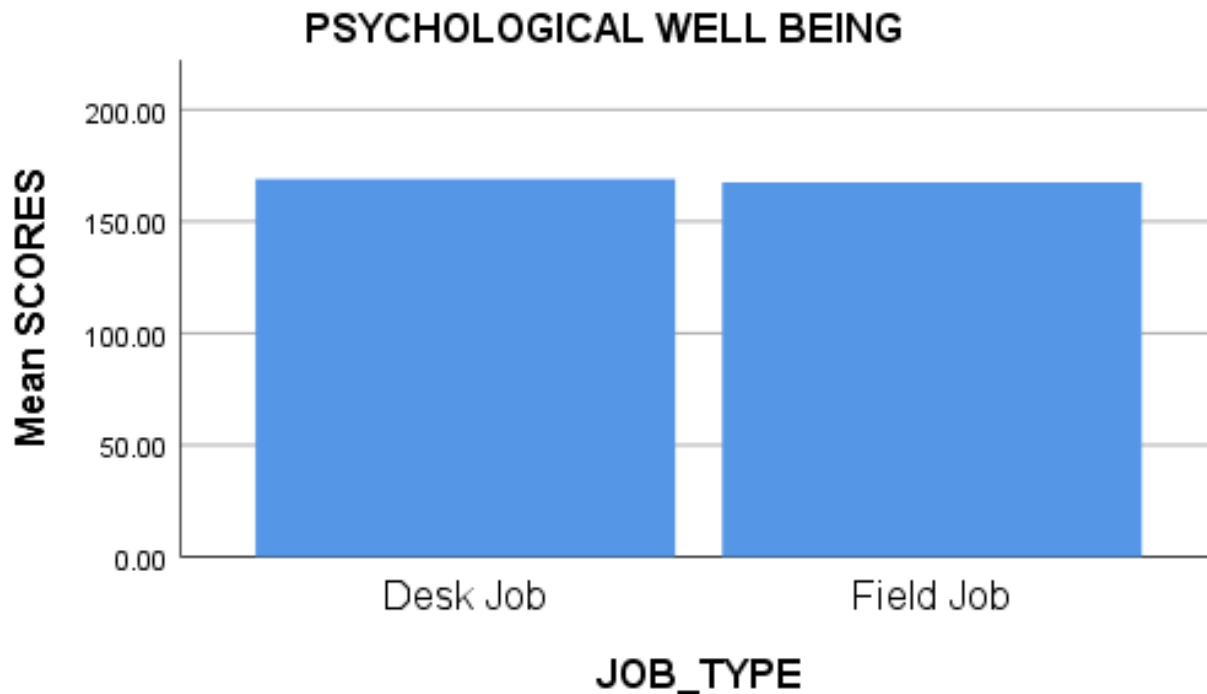


Figure4. Bar diagram shows the mean scores of psychological well-being among desk job and field job employees.

RELATIONSHIP BETWEEN OCCUPATIONAL STRESS, EMPLOYEE MOTIVATION AND PSYCHOLOGICAL WELL-BEING IN FIELD JOB:

H4: There will be significant relationship between occupational stress, employee motivation & psychological well-being working at sales job

Table9. Correlation between OS, EM, & PWB among field job

Correlations				
		OS	EM	PWB
OS	Pearson Correlation	1	-.258*	-.328*
	Sig. (2-tailed)		.046	.010
	N	60	60	60
EM	Pearson Correlation	-.258*	1	.343**
	Sig. (2-tailed)	.046		.007
	N	60	60	60
PWB	Pearson Correlation	-.328*	.343**	1
	Sig. (2-tailed)	.010	.007	
	N	60	60	60

*. Correlation is significant at the 0.05 level (2-tailed).
 **. Correlation is significant at the 0.01 level (2-tailed).

The Pearson's value of correlation between occupational stress and employee motivation was found to be -0.258 which is significant at 0.05 level, although there is a negative correlation between these two variables and the correlation between them is very weak. Similarly, the correlation between employee motivation and psychological well-being was found to be 0.343 and it is significant at 0.01 level, there is a positive correlation among these two variables. Lastly, correlation between occupational stress and psychological well-being was found to be -0.328, it is not significant at both the level of significance, there is a negative correlation among occupational stress and psychological well-being, the correlation between them is weak. The hypothesis is partially accepted.

RELATIONSHIP BETWEEN OCCUPATIONAL STRESS, EMPLOYEE MOTIVATION AND PSYCHOLOGICAL WELL-BEING IN DESK JOB:

H5: There will be a significant relationship between occupational stress, employee motivation & psychological well-being working at desk job.

Table10. Correlation between OS, EM & PWB among desk job

Correlations				
		OS	EM	PWB
OS	Pearson Correlation	1	-.010	-.419**
	Sig. (2-tailed)		.938	.001
	N	60	60	60
EM	Pearson Correlation	-.010	1	.013
	Sig. (2-tailed)	.938		.923
	N	60	60	60
PWB	Pearson Correlation	-.419**	.013	1
	Sig. (2-tailed)	.001	.923	
	N	60	60	60

** . Correlation is significant at the 0.01 level (2-tailed).

The Pearson's value of correlation between occupational stress and employee motivation was found to be -0.010 which is insignificant at both the levels i.e. 0.01 and 0.05, there is a negative correlation between these variables and relationship between them is weak. Similarly, the correlation between employee motivation and psychological well-being was found to be 0.013 although there is a positive correlation among these two variables but the relationship between them is weak. Lastly, the correlation between occupational stress and employee motivation is -0.419 which is significant at 0.01 level, although there is a negative correlation between these two variables and relationship between them is weak. The hypothesis is partially accepted.

Discussion

The purpose of this study has been to understand the occupational stress, employee motivation & psychological well-being among individuals working in sales job. The results of the study revealed that there is a significant difference between the level of stress experienced by the individuals working at field job and desk job as shown in table no. 4 above. H1 is accepted as there exists a significant difference in scores of OS between field and desk job employee. Field job employees face more level of stress due to several reasons like meeting different customers in a day, traveling from one place to another, visiting organizations, product negotiation, on time delivery, follow-up problems etc. Even though the stress level of field employee is more than the desk job employee, they are fall under moderate level of stress. Moderate level of stress is necessary because workload improves efficiency and makes the person to be creative. There is positive correlation among between field job and desk job. Stress improves execution on a wide assortment of errands. The connection among stress and undertaking execution appears as C shape from the outset; execution improves as pressure increments at first however at some point, stress becomes diverting and execution drops. Research has likewise indicated that moderate or low degree of stress can likewise meddle with task performance (Steer, 1984). Drawn out or rehashed introduction to even gentle degree of stress may apply destructive consequences for wellbeing; at last as we already realize that as excitement builds task execution may ascend from the outset, however that eventually it falls (Berlyn,1968). This study indicated that individual vary in their protection from stress. A few people appear to be sickness inclined while there are a few people who go about as pressure healers i.e., they can work successfully in any event, when they need to confront the progressing pressure. There includes a component of cynicism and positive thinking. They vary in the manner they adapt up to pressure. Self assured person individuals make explicit arrangements for managing the wellspring of stress. They acquire the exhortation of others, they about their concern with others. Worry wart people groups overlook the issue, abandoning objective that is being hindered by the stressor.

Another study finding indicated that there is no significant difference between the levels of employee's motivation working in field job and desk job as shown in table no.6 above. H2 is rejected because there exists no significant difference in the scores of employee motivation between desk job and field job. Both desk job

and field job employees are motivated because every company has different strategies to motivate them by rewarding them with monetary and non-monetary rewards. Desk job employees are motivated by appraising them and awarding with different certificates according to their growth in performance. Field job employees are motivated by providing them with monetary benefits, incentives, travel allowances and commission in some cases. According to Nadia et.al (2011) there is an immediate relationship between extrinsic rewards and the employee's motivation. According to Quratul (1905) recognition and empowerment have a fundamental impact in upgrading employee motivation towards organizational tasks. By encouraging the employees for their work done and giving them opportunity to participate in taking decisions of the organization, internally fulfills them with their work, company and their workplace environment. It has been found during study that monetary variables incorporate budgetary prizes like compensation, pay, rewards, incidental advantages, wellbeing and disaster protection are noteworthy components that influence inspiration of representatives working in associations. The significance of a spurred workforce can't be thought little of in boosting the hierarchical presentation. Other than the monetary prizes, the representative anticipates acknowledgment and gratefulness for his endeavors and commitment. The effect of non monetary prizes is instrumental in improving the worker assurance. Representatives expect acknowledgment and consolation for their administrations since no one jumps at the chance to be overlooked for the endeavors the individual in question made. The propelled worker is less inclined to leave the association.

Then table no. 8 shows that there is no significant difference between psychological well-being of an individual working at field job and desk job and H3 is rejected as there exists no significant difference between them. Field job employees didn't let their life to hamper due to stress because they are mostly satisfied with their life. Results revealed that field job employee has an inspirational disposition toward oneself. Has warm, fulfilling, confiding involved with others; is worried about the government assistance of others. Both field and desk job employee have a feeling of authority and skill in dealing with the environment. They both has a sentiment of proceeded with advancement; considers self to be developing and extending; is available to new encounters; has feeling of understanding their latent capacity; sees improvement in self and conduct after some time; is changing in manners that reflect increasingly self-information and adequacy.

By comparing the variables i.e. occupational stress, employee motivation & psychological well-being among individuals working in field job and desk job in table no. 9 & 10, it was found that there is a significant relationship between employee motivation & psychological well-being and there is a positive correlation between them. If the employee will be motivated, he will be able to do his work more efficiently, he will be appreciated for his work, and there will be a balance in work life which keeps the employee satisfied. There will be a sentiment of proceeded with advancement; considers self to be developing and growing; is available to new encounters; has feeling of understanding their latent capacity; sees improvement in self and conduct after some time; is changing in manners that reflect progressively self-information and adequacy. H4 and H5 are partially accepted as there exists a significant difference between employee motivation and psychological well-being.

After discussing the above points we can conclude that although there is a significant difference in occupational stress between desk job and field job employee however there is no significant difference in employee motivation and psychological well-being between the two.

SUMMARY & CONCLUSION

- There is a significant difference in occupational stress among individuals working in field job and sales job. Many factors like work overload, role ambiguity, pressure are responsible for occupational stress.
- There is a positive correlation between employee motivation and psychological well-being working in field job and desk job. And there is significant relationship among them.
- Fundamental issue to create positive mental prosperity for the entire workforce whether it is representatives or bosses.
- Upgrading prosperity in the working environment quicken execution and gainfulness by having representatives who are mentally solid and cheerful at working environment.
- There is no significant difference in psychological well-being and employee motivation among individuals working in sales job and field job.
- There is a negative correlation between occupational stress and employee motivation among field job and desk job employees.

- There is a negative correlation between occupational stress and psychological well-being between individuals work in field job and desk job.

LIMITATIONS

This study has following limitations:

- Lack of expertise in this type of research work.
- Due to the shortage of time, study has taken small sample of sales employee.
- Due to cost issue, coverage of the study area is limited.
- Due to huge number of sales employee, small sample of the sales has been taken.
- Due to the busy schedule of the employees, sometimes responses might not be accurate.

RECOMMENDATIONS

This study makes the following recommendations-

- In this study, field job has been mainly focused but from the findings I have found out that desk job employee also has moderate level of stress, therefore we should organize workshops not only for field job employees but also for desk job employee.
- We can work on numerous specific programmes such as Stress management programme to improve mental well-being of an individual and can reduce their occupational stress which can be implemented on various organisations that employs a sales force.
- We can organise various workshops on various organisations to make them deal with occupational stress in the workplace, how to communicate with the stress in a positive way, to feel positive, how to effectively construct their goals and remove confusion, ideas on sleep so you can wakeup refreshed and renewed, and to use specific techniques for managing and choosing emotions.
- We can access our range of seminars, and on-line solutions for tools to support healthier minds in the workplace.

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