



THE EFFECT OF JOB STRESS ON ORGANIZATIONAL COMMITMENT

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ABSTRACT

This study is conducted to examine the effect of Job stress on Organizational commitment among employees of service sector of NCR Region. Stress can be major problem in today's turmoil working environment. Stress is major basis of decreasing employees' commitment towards organization. The data is collected from 30 respondents of NCR service sector region. The result revealed that Job stress and organizational commitment has negative relation but insignificant. Further research is applied to find out the gender difference. The result depicts that Male carries more stress and committed to work than women.

Keywords: Organizational commitment, Job Stress, organizational commitment, occupational stress, Public organizations, Private organization

INTRODUCTION

Stress can be major problem in today's turmoil working environment. Stress is major basis of decreasing employees' commitment towards organization.

Job Stress

The body's reaction to physical and mental challenges is stress. It is a physical, physiological, or emotional component that generates bodily or mental strain and may be a factor in illness causation is how stress is often characterized. Job stress is brought on by circumstances at work that have a unfavorable impact on an individual's performance or general mental and physical health.

Organizational Commitment

A member of an organization's psychology regarding his or her relationship to the company they work for is described as having an organizational commitment. Whether an employee will stay with the company for a longer amount of time and put their all into attaining the company's goal depends critically on the organization's commitment.

Organizational commitment can categorize in three components:

- **Affective commitment**- This is emotional attachment that carries by employees retained for long time. They not only happy with working but also involved in various meetings, input suggestions etc.
- **Continuance commitment**- This is level of commitment when employees fear that leaving organization would be costlier and they want to retain for long time. They don't want to leave organization because they emotionally invested in present organization.
- **Normative commitment**- The employees feel staying within organization right thing to do. They feel they are fairly treated.

LITERATURE REVIEW

Misbah et. al. (2015) experienced relation between job stress and organizational commitment in banking sector. The study found negative and insignificant relation among respective variables.

Richa N. Agarwal (2015) examined Stress, Job Satisfaction and Job Commitment's relation in IT Sector. The study conducted on software engineers in and around Delhi NCR, Bengaluru and Pune. The sample size was 250. The study found no relation stress to job satisfaction and job commitment.

Cristiana Catalina Cicei (2012) studied Occupational stress and organizational commitment in Romanian public organizations. The sample collected 102 employees from Romanian public organization and found negative relation found in between stress and commitment.

Sanjeev and Rathore (2014) analyzed relationship between job stress and organizational commitment of Indian IT sector found insignificant negative relation between job stress and organizational commitment.

Yaghoubi et al. (2008) also explained that there is not a significant relationship between continuance commitment and job stress.

Somers (2009) found no significant relationship between job stress and continuance commitment.

Above mentioned research found, both variable has directly and indirectly related with one another if employee is stressed they will less committed and vice versa.

RESEARCH METHODOLOGY

Statement of problem

The aim of study is to identify the relation in between job stress and organizational commitment in service sector.

Objective

The following are objectives of study

1. To identify the role of job stress influence organizational commitment among employees.
2. To observe the job stress and organizational commitment among the gender.

Research design

The study is descriptive in nature and conducted to study the characteristics of variables through frequency, percentage etc. There are various method is available to study descriptive research but the selection is based on the research question.

Research Hypothesis

Hypothesis 1 There is no relation between job stress and organizational commitment among employees.

Hypothesis 2 There is no relation between job stress and organizational commitment among male and females.

Sample

The present study 30 responded has replied out of 100 employees randomly selected from service sector. The sample consists of 23 male and 07 female respondents. The employees who are included are both experienced and fresher. The data is collected through questionnaire prepared with two variables i.e. Job stress and Job commitment inspired from various researches conducted. Total 15 questions are measured for job stress where organizational commitment contains 12 questions. These question is based on likerts scale like 1- Strongly Disagree to 5-Strongly Agree.

Data collection Procedure

The data is collected from employees of service sector of NCR region included managerial level to coordinator in various organizations.

Data Analysis

The study was conducted to analyses the impact of job stress on organizational commitment in service sector in NCR region. The correlation method is used to identify the mentioned variables association using SPSS 18. The test conducted were frequency analysis, descriptive analysis, reliability used for goodness of data. Further correlation analysis, regression analysis and T test were used for hypothesis testing.

Table 1, The test Cronbach's Alpha is applied to know reliably of questionnaire. The result found reliable as Cronbach's Alpha value more than 0.7, further other analysis could be applied.

Reliability Statistics		
Variables	N of Items	Cronbach's Alpha
Job Stress	15	.864
Organizational Commitment	12	.894

Table 1

Table 2 contain result of two test, for data more than 2000 data Kolmogorov-Smirnov is used otherwise Shapiro-Wilk test is used. Shapiro-Wilk test of normality was applied to determine data is normally distributed or not. The result indicate that we fail to reject null hypothesis for both Job Stress and Organizational Commitment ($p = .677, .392, .323, .582$) and concluded that data is normally distributed.

Tests of Normality							
	Gender	Kolmogorov-Smirnov			Shapiro-Wilk		
		Statistic	Df	Sig.	Statistic	Df	Sig.
JS	Male	.112	23	.200*	.969	23	.677
	Female	.244	7	.200*	.909	7	.392
OC	Male	.160	23	.131	.952	23	.323
	Female	.185	7	.200*	.934	7	.582

Table 2

Frequency analysis of demographic profile is used to show trends in respondents. Frequency analysis provides detail about respondent age and gender of total sample size 30. This information is expressed in percentage.

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30	8	26.7	26.7	26.7
	31-40	19	63.3	63.3	90.0
	41-50	3	10.0	10.0	100.0
	Total	30	100.0	100.0	

Table 3

Table 3 shows the division of respondent according to age bracket of 20-30 (26.7%), 31-40 (63.3 %), 41-50 (10.0%) belong to these brackets.

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	23	76.7	76.7	76.7
	Female	7	23.3	23.3	100.0
	Total	30	100.0	100.0	

Table 4

Table 4 shows majority of respondents male and their percentage were 76.7% and female 23.3%. Where 20 are male and 3 are female. The researcher has examined various aspects of job Stress and Organizational commitment

Correlations			
		JS	OC
JS	Pearson Correlation	1	-.054
	Sig. (2-tailed)		.777
	N	30	30
OC	Pearson Correlation	-.054	1
	Sig. (2-tailed)	.777	
	N	30	30

Table 5

Table 5 presents correlation analysis that shows strength of association between the respective variables i.e. Job stress and Organizational Commitment. Pearson correlation was used as data were normally distributed. The table shows negative but insignificant relation ($r = -.054, p > .05$) between job stress and organizational commitment. So the result accepted the hypothesis of no relation between variables.

Model Summary						
Model		R	Adjusted R	R	Std. Error	Durbin-Watson
	R	Square	Square			
dimension0	1	.054 ^a	.003	-.033	.86695	1.850
a. Predictors: (Constant), b. JS Dependent Variable: OC						

Table 6

Table 6 Regression analysis is link to analyze the link between Y dependent variable (OC) and X independent variable (JS). The result found negative insignificant result. Durbin watson is test for autocorrelation. The statistic range nearby 2 means zero autocorrelation.

Coefficients							
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	VIF
		B	Std. Error	Beta			
1	(Constant)	3.678	.706		5.211	.000	
	JS	-.060	.210	-.054	-.287	.777	1.00
a. Dependent Variable: OC							

Table 7

Table 7 from the table JS value is -.060 and standard error is .210, beta value is -.054, significance level .777. This means no impact also shows same result organizational commitment negatively but insignificant.

T test Group Statistics					
	Gender	N	Mean	Std. Deviation	Std. Error Mean
JS	Male	23	3.4348	.68839	.14354
	Female	7	2.7592	.83534	.31573
OC	Male	23	3.4928	.89679	.18699
	Female	7	3.4405	.75264	.28447

Table 8

Table 8 indicates independent sample t test compares the means of two groups in order to determine whether there is statistical evidence of means are significantly different. The result depicts that Male carries more stress and committed to work than women.

Result

- Stress has no impact on commitment among service sector employees of India.
- Men’s are more stressed and committed than women.

CONCLUSION

Based on correlation matrix analysis, all the dimensions of Job Stress and Organizational commitment clearly found insignificant result. The present study is evidence that there is no relation between job stress and job commitment in Indian service industry of NCR region. The study is important to generate future interest for new research to explore more factors such as career growth, training, location and leadership etc may have relation with job commitment and job stress.

LIMITATIONS

- Researcher has taken very few samples.
- Only two variables have taken.
- More demographic variables study might present clear figure.

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