

A study on stress factors: Perceptions of women employees in corporate sector

Dr.Shruthi S

Assistant Professor

Department of Commerce

PES College of Science, Arts and Commerce, Mandya

E-mail: dr.shruthis25@gmail.com

Abstract

The present study examined the perceptions of corporate women employees in Bangalore city. Questionnaire method was used to collect the data which includes different factors affecting stress at work place. The questions were distributed to 170 female employees, out of which 100 employees have responded to questionnaire. Convenient sampling technique was used to collect the data. One sample t-test has used to analyse the data. From the study it is revealed that, women employees have been undergone through stress due to various factors at workplace.

Keywords: Work-stress, Harassment, Mental and Physical health,

Introduction

Work stress is a relatively new phenomenon in modern lifestyles. Work stress is a chronic disease caused by working conditions that negatively affect a person's ability to work and their physical and mental well-being and thereby affect the health of the organization. Women are playing multiple role as they are multi-skilled. Stress related to work occurs when the demand is not met by the workers. Stress encompasses the following four dimensions: (1) a certain environmental exposure or experience; (2) an appraisal of a specific environmental condition; (3) a response to the environmental exposure; and (4) an interactive association between environmental demands and personal capability to fulfil these demands (Kasl, 1984).

Review of Literature

There are various studies have been conducted on stress and coping with stress. Aravindan and kanti(2014) in their study revealed that there are few factors like number of hours work, overtime of work, an inflexible work schedule, unsupportive supervisor, and an in hospitable organizational culture created stress among the women employees. There is still a lack of similar studies in developing countries in general (e.g. Lui, 1996; Limpaphayom & Williams, 2006) and Malaysia in particular. The seriousness of the problem has prompted the Malaysia government to officially launch the Code of Practice on the Prevention and Eradication of Sexual Harassment in 1999. The previous study on sexual harassment in Malaysia focused more on the private sector compared to research in higher learning institutions and other sites such as factories, private companies and organizations

(Hishamudin et al., 2003; Ishak et al., 2004; Ismail et al., 2007; Rohani, 2005; Syukran, 2004). Women employees aged between 26 to 39 years, married, and having length of service less than 5 years had more sexual harassment experiences and study also indicated that sexual harassment can be a predictor of job satisfaction and work stress(Hutagalung et al., 2012).

Objective of the study

To know the factors affecting stress among women employees in corporate sector.

Research Methodology

The study has used both primary and secondary data. The primary data has been collected through distribution of 150 questionnaire to women employees who are working in corporate sector in Bengaluru city. 100 women employees have responded to the survey. The questionnaire include five point likert scale Strongly Agree-5, Agree-4, Neutral-3, Disagree-2 and Strongly Disagree-1. The collected data has been analysed using one sample t-test and percentage method of analysis.

DATA ANALYSIS AND INTERPRETATION

Table showing Age of the respondents

Age	Frequency	Percentage
25-30	15	15%
31-35	20	20%
36-40	30	30%
41-50	35	35%
Total	100	100

(Source: Primary Data)

From the above table, it is clear that majority of the respondents are belong to the age group of 41-50.

Table showing qualification of respondents

Qualification	Frequency	Percentage
Graduation	37	37%
Post- Graduation	48	48%
Others	15	15%
Total	100	100

(Source: Primary Data)

From the above table it is clear that vast majority of the Respondents with 48% have completed their Post-Graduation.

Table showing experience of the respondents

Experience	Frequency	Percentage
0-5 Years	38	38%
6-10 Years	26	26%
11-15 Years	18	18%
16-20 Years	10	10%
>20 Years	08	08%
Total	100	100

(Source: Primary Data)

It is clear from the above table that 38% of the women employees have 0-5 years work experience.

Table showing factors affecting stress among women employees

Factors affecting Stress	N	Descriptive Statistics		T	P-value
		Mean	SD		
Working Hours	100	3.50	1.38	25.331	0.0001
Miss-Understanding with colleagues	100	3.61	1.32	27.247	0.0001
Discrimination from higher Authority	100	4.05	1.21	33.265	0.0001
Family Commitments	100	4.26	1.01	42.126	0.0001
Over Workload	100	3.77	1.21	31.075	0.0001
No support from the employer	100	3.44	1.34	25.609	0.0001
Health Issues	100	2.66	1.51	17.588	0.0001

Harassment	100	3.69	1.32	27.883	0.0001
Lack of Skills	100	2.08	1.36	15.284	0.0001
Lack of Communication	100	2.46	1.27	19.300	0.0001

(Source: Primary Data)

Working time is the hours which has been spent by an employee in the workplace. Based on the requirements the employees have to work. The mismatch between the individual and workplace such as terrible environment and overtime working are risk factors for occupational stress. Long working hours will increase the risk of the job stress. Woman has to balance both work and family. Sometimes long hours leads to depression. Long working hours definitely leads to mental and physical stress, From the table it is revealed that, women employees of corporate sectors have opined that long working hours of the office creating more stress; it is proved with the mean value of 3.50 indicating there is a positive agreement about the statement. The calculated p-value is significant at 5% level of significance, hence it can be proven that working hours are significantly affecting the stress of women employees in corporate sector.

Misunderstanding often arises in the workplace, due to lack of clarifications about particular fact, misconceptions about the situation leads to stress among the employees. In order to avoid stress facts should be understood by both sender and receiver. Misunderstanding leads to more stress among the women employees, it is observed by calculated p-value is 0.0001 which is less than 5% significance value and calculated mean value also agreed to the statement (3.61).

Discrimination by the higher authority among the employees leads to more stress, changes in physical, emotional and mental behaviours. The present study also accepted the statement that discrimination from higher authority leads to more stress among them. It creates sense of discomfort and less motivated with their work. The calculated p-value is 0.0001 is supported the statement. Hence it can be concluded that discrimination by the higher authority towards employees are one of the factors affecting the stress. It is also proven by calculated mean value which is stood at 4.05 indicating high positive agreement about the statement.

Usually it is the responsibility of the women to make balance between both work and life. Family commitments towards children, husband, in-laws etc., leads to more stress. It is not so easy cope with these challenges. Women should be supported by her family members in her both work and life. The calculated p-value (0.0001) which is less than significant value and mean value 4.26 indicating that family commitments lead to more stress among the women employees.

Over workloads negatively effects on mood disorders and illness. It also leads to more stress among the employees. As a result of this employees may leave the job, and leads to more absenteeism and less quality of work by the employees. Overload of work leads to less

efficiency and makes in draining the energy of the employees. As a women it is not possible for them to handle over workloads since she has to look after both family and work. Employees who feel they're already working at full capacity can slip into depression, particularly if they don't feel their boss is approachable. Depression hurts morale and decreases loyalty to the organization. It is proved with mean value 3.77 showing their moderate to high acceptance about the parameter. The p-value is (0.000) which is less than 0.05 ($p < 0.05$) indicates that the extra or over work load leads to more stress among the woman employees.

It is very often that sometimes employers deny supporting the employees. This is a warning signs for employees in order to experience stress at workplace like fatigue, mood swings, aggressive behaviour, anxiety, depression and headaches. From the analysis of the study it is very clear that lack of support at work place by the employer in career advancement of the employees results in demotivation. The calculated p-value supported the statement which stood at 0.0001 which is less than significant value.

Health issues related to mind and physics are creating stress in the minds of the employees. This is the situation where employees cannot be productive at workplace as expected by the authorities. This has proven with the p- value which is 0.0001 less than 5% significant value.

When an employee or group of employees feel threatened or denigrated by their co-workers, superiors or authority workplace harassment has taken place. A workplace harasser's only goal is to make their victims feel uneasy and dangerous. There are several labels for workplace harassment, including "workplace bullying," "mobbing," "workplace hostility," etc. It is revealed from the mean value (3.69) indicating the employees' agreement about the statement. However, the p-value of 0.000 revealed that harassing women employees makes mentally weak and feel them stressed at the same time their It will harm both one's physical and emotional wellbeing.

Due to the fact that the world is always evolving, new developments in business and society are made virtually daily. Professionals or workers may fall behind without conversion. The ability to perform a specific task flawlessly is referred to as skill. A person can work effectively with the right job skills. Employees become more self-assured and independent as a result. The lack of skills are one of the threat for employees if employees are not having required skills automatically they feel stressed. The above table, indicates that lack of skills are one of the factors affecting stress among women employees.

Less communication leads to less morality. Lack of communication may create misunderstanding, conflicts and mistrust among the people. This is also one of the factors contributing stress as calculated p-value is less than 5% significant value.

It is observed from the above analysis including all variables, it can be concluded that since all the factors affecting stress significant at 5% level as calculated p-value is less than 0.05. Hence, it can be concluded that the Null hypothesis stating "There is no association between working environment and stress among women employees" is rejected and the Alternative hypothesis "Working Environment created stress among women employees".

Findings of the study

1. It is observed from the calculated mean value that, discrimination from higher authority tends to have more stress among the employees. It is quiet obvious that employees who are working hard and honest will oppose these kind of discrimination from the higher authority through raising their voices.
2. Family commitments again creates in the minds of women employees in turns it leads to distraction in physical and mental health of them.
3. Working hours should be flexible. Rigid working hours definitely bring more stress among women employees. If authority makes them to work beyond the specified time the productivity will be reduced as they are exhausted since morning. This is also perceived by calculated mean and p-value.
4. The women employees has to face harassment in work place it may be related to physical or mental harassment. Few employees though they are undergone through these kind of harassment they don't come forward to share their problems with others because of fear of discomfort and etiquette.
5. The lack of skills and communications are less contributing in creating stress.

Conclusion

It is commonly known that job stress affects a variety of professions. Studies have revealed, however, that women may be the ones most negatively impacted by workplace stress. Stress is a reaction to excessive demands or pressure placed on a person. Physical, emotional, and psychological symptoms and indications represent this response. Burnout happens when a worker's capacity to handle the demands of the workplace is exceeded. There are many ways to limits the stress say balancing both work and life, creating healthy work climate etc.

References

- Lui, T.Y. 1996. Sexual harassment in the Chinese workplace: Attitudes toward and experiences of sexual harassment among workers in Taiwan. *Violence Against Women*, 2(3), 284-301.
- Limpaphayom, W., & Williams, R.J. 2006. Perceived differences in sexual harassment between business school student in the US and Thailand. *Cross Cultural Management: An International Journal*, 13(1), 32- 42.
- Hishamuddin, M. S., Lekha, L., Maisrah M. S., & Low H. H. (2003). A study on sexual harassment in small and medium enterprises of Malaysia. *Universiti Teknologi Malaysia*.
- Hutagalung, F., & Ishak, Z. (2012). Sexual harassment: a predictor to job satisfaction and work stress among women employees. *Procedia-Social and Behavioral Sciences*, 65, 723-730.
- Ishak, M. S. & Ching, L. L. (2001). Gangguan seksual di tempat kerja dan hubungannya dengan tekanan kerja dan kepuasan kerja. *Jurnal Teknologi*, 34, 54-64.

Ismail, M.N., Lee Kum Chee, & Chan Foong Bee. (2007). Factors influencing sexual harassment in the Malaysia workplace. *Asian Academy of Management Journal*, 12, 15-31.

Kasl, S. V. (1984). Stress and health. *Annual review of public health*, 5(1), 319-341.