



ORGANISATIONAL STRESS AMONG WOMEN EMPLOYEES - A STUDY WITH SPECIAL REFERENCE TO REVENUE DEPARTMENT IN KERALA

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Abstract

Stress is an unavoidable part in everyone's life. Among the various reasons behind stress, work place stress is a crucial one. It has direct impact on the physical and mental well-being and efficiency of work of the people. Even though, so many private institutions has adopted various methods to identify and reduce the stress levels of their employees, the government who is one of the biggest job provider is not paying much attention on the stress of the employees. The present study attempts to identify the organisational stress and its consequences among women revenue employees of Kodungallur taluk in Kerala. The study reveals that among the consequences of stress, worrying a lot, easily frustrated and being anxious are the major mental consequences and high blood pressure is the major physical consequence faced by the women revenue employees.

Keywords: Organisational Factors, Stress, Women Employees, Mental Consequences, Physical Consequences.

Introduction

Stress is the condition of feeling tension physiologically and psychologically. It has become a common feature of people's life in the modern world. Despite of tremendous advancements in science and technology and remarkable growth of economy and sources of luxury, majority of people all over the world seem to be experiencing moderate to high degree of psychological stress in various spheres of their lives. Factors causing stress can be internal and external. Internal stress emanates from within an individual and external stress from the environment in which they lives. External stressors may be group level, occupational and extra organisational. Organisational stressors are present at the organisational environment and create stress for majority of the employees in the organisation.

Revenue department is one of the major departments of the government. It is the department which is responsible of collection of various taxes, land related matters, issuing different kinds of certificates etc. Rather than other departments, revenue department employees are the people who constantly deals and contact with the public. Dealings through this department is an inevitable part of a common man. Because of that, revenue department employees needs to deal with a large number people in their daily work life. And they are the people who needs to be active during various natural calamities, disasters etc. These all may leads to stress among the employees. Along with various challenges of the job, personal responsibilities as a women will add to it. The present study is an attempt to identify the organisational factors among women revenue employees and its consequences.

Statement of the Problem

Government employees are the persons who works for the state. They are the persons through which various policies and programs of the governments are getting implemented and different functions of the state are undertaken. They are integral part of the state. The success of the government to a great extend depends upon its employees. Because of that, their efficiency need to be ensured. Stress is very common in the present society and it can affect the efficiency of the employees. In the workplace, there will be various factors behind their stress. Among them, organisational factors is a major one. The work of revenue employee demands different tasks when compared to other departments such as special tasks during natural calamities, disasters etc. Along with these, balancing work place and house will become a big challenge for women. They need to deal with family issues and job stress simultaneously. In this situation, it is very relevant to conduct a study to find out organisational factors that affecting job stress and its consequences. The present paper is an attempt in this direction.



Significance of the Study

Government employees are the people who mainly interact with the public and policies, programs of the government are implemented through them. They act as the mediators between government and public. So the success of a government is mainly depends upon the efficiency and talent of the employees. In order to ensure that, it need to consider the various factors which affects their efficiency. Stress is a major factor which affects the mental and physical well-being of the employees, which finally reflects in their efficiency. Only through the study of various factors and consequences of stress, it will be possible to adopt various measures to control and reduce it. It is expected that the outcome of the present study will be useful to provide more insights about the stress of women revenue employees.

Literature Review

1. Sudha Tiwari et al (2015) in the study “Women, Work and Stress Management- A Comparative Study of Education and Finance Sectors” attempts to explore the types of stress in the Education and Finance Sectors and to examine the factors responsible for the stress. Total sample size of 200 women employees working at all the managerial levels, each in the education and finance sectors were selected. The study found that, women working in the education and finance sectors feel stress due to various professional and family factors, prominent of which being relocation and uncertainty, anxiety about the future of their children and financial implications.
2. Dr.B.Nagaraju et al (2013) in the study “Stress in women employe; A study on influence of age” highlights the influence of age factors on occupational stress among insurance employees. The study shows that most of the employees are suffering from stresses in insurance industry. And it is also found that job satisfaction of females are depended upon the education level and age.
3. Savitha.G (2016) in her study “Stress management – A study among women police officials” identified the factors causing stress among women police officials & the coping strategies followed by them to overcome stress. The research was conducted among 53 police stations in Coimbatore district. 100 respondents of women police officials were collected as sample from a population of 257. The study found that factors like no time to spend with family members, not being able to balance home and career are creating stress among women police officials. Major coping strategies followed by them to overcome stress are reading and hearing music.
4. Umesh (2016) carried out a study on the occupational stress among selected female bank employees working in the middle level hierarchy cadre of Indian bank (public sector) and ICICI (private sector) in the southern Malabar region of Kerala state. The research proved that private sector female bank employees are more stressed than public sector. Work load, responsibility, job difficulty and impatience of customers are the major reasons behind the stress. Work life imbalance is the major attribute of stress and meditation is considered as the important method to relieve stress.
5. T.Narayana Rao et al (2015) examined the impact of stress on Women Employees with reference to Selected BPO’s Visakhapatnam. The study shows that factors like low salaries, poor job satisfaction and frequent arguments with customers creates a pessimistic perception about the job. It is also observed that most of the women employees are suffering from frequent back pains, neck pains, headaches, depression and sleeping disorder which finally leads to high stress. Child care problem and personal financial problems are the main factors which results in personal stress among women employees.

Objectives of the Paper and Hypothesis

The specific objective of the present paper is to examine the stress level of women revenue employees on the basis of organisational factors and their profile and to assess the mental and physical consequences of stress.

The following null hypothesis was formulated and tested. There is no significant difference between the profile of women government employees and the organisational factors of stress.



Research methodology and Data base

Sources of Data

Both primary and secondary data are used for the purpose of the study. Primary data were collected by administering a pretested structured schedule. Secondary data were collected from books, periodicals, project reports, research journals, articles and various websites.

Sampling Method Adopted

Simple random sampling method was adopted for selecting the women revenue employees from Kodungallur taluk in Kerala. Total strength of revenue employees in the Kodungallur taluk is 180, among them 120 are women employees. Details of revenue employees was obtained from government website and taluk office. The sample size of the study is sixty. The respondents were selected from the list using lottery method.

Variables Used for the Analysis : The analysis is based on the following variables.

Profile of Women Employees

1. Age
2. Educational qualification
3. Marital status
4. Experience
5. Income

Organisational Factors of Stress

1. Feel overloaded with work
2. Struggle to meet deadlines
3. Carry lot of responsibilities
4. Struggle to get along with superiors, subordinates and peers.
5. Have to tolerate a lot of frustration
6. No control over the work schedule
7. Dissatisfied with the salary
8. Work is boring and not interesting
9. Frequent transfer
10. Unfair distribution of work
11. Less promotional opportunities
12. Underestimation faced from others on the basis of gender discrimination
13. Role conflict/ role ambiguity
14. Monotonous nature of job
15. Obsolete methods
16. Special duties during the time of natural disasters and election
17. Difficulty to cope with latest technologies

Mental Consequences of Stress

1. Anxious
2. Worrying a lot
3. Easily frustrated
4. Aggressive behaviour
5. Depression
6. Poor concentration
7. Poor motivation
8. Want to be alone always
9. Poor self-esteem
10. Feel out of control

Physical Consequences of Stress

1. Headaches
2. High BP
3. Stiff, sore muscles
4. Trouble sleeping
5. Decreased immunity
6. Change in marriage life
7. Change in appetite

Tools Used For the Analysis

The analysis of the data has been done with the help of computer applying Statistical Package for the Social Sciences (SPSS version 21). The data collected have been classified, tabulated, coded and edited. The statistical tools used for analysing data include mean, standard deviation, independent sample t-test and ANOVA.

Results of the Analysis

The results of the analysis based on primary data are discussed in the following pages.

Table 1: Profile of Sample Respondents

Variables	Response	No. of Respondents	Percentage
Age	below 25	4	6.7
	26-35	5	8.3
	36-45	33	55.0
	46-55	18	30.0
Educational qualification	SSLC	2	3.3
	plus two	3	5.0
	Degree	15	25.0
	Post graduate	35	58.3
	Others	5	8.3
Marital status	Married	56	93.3
	Unmarried	4	6.7
Experience	0-5	12	20.0
	6-10	22	36.7
	11-15	4	6.7
	16-20	13	21.7
	21-25	3	5.0
	26-30	3	5.0
	above 30	3	5.0
Income	2,50,000-3,00,000	19	31.7
	3,00,001-3,50,000	12	20.0
	3,50,001-4,00,000	4	6.7
	Above 4,00,000	25	41.7

Source: Primary Data

Among the 60 respondents selected 55 percent belongs to the age group of 36-45. Majority of the respondents are married and 36.7 percent have experience of 6-10 years. Further 41.7 percent have an income above 4 lakhs.

Table 2: Organisational Factors of Stress of Women Employees on the Basis of Their Profile

Variables	Responses	Mean	Standard Deviation	F Value	P Value	t Value
Age	Below 25	46.2500	5.85235	1.430	.244	-
	26-35	54.0000	15.41104			
	36-45	43.6667	9.45934			
	46-55	45.3333	11.40691			
Educational qualification	SSLC	56.5000	10.60660	12.210	.000	-
	Plus two	46.3333	6.42910			
	Degree	48.8667	1.76743			
	Post graduate	40.2000	9.78534			
	Others	64.0000	.00000			
Marital Status	Married	44.7679	10.55547	.466	.498	-1.189
	Unmarried	51.2500	10.21029			
Experience	0-5	42.5000	3.65563	4.541	.001	-
	6-10	49.0000	12.66792			
	11-15	58.0000	.00000			
	16-20	39.3846	6.55157			
	21-25	36.0000	6.08276			
	26-30	54.3333	6.35085			
Income	2,50,000-3,00,000	44.3684	4.38698	1.737	.170	-
	3,00,001-3,50,000	48.3333	17.44776			
	3,50,001-4,00,000	35.0000	5.83095			
	Above 4,00,000	45.9600	9.65867			

Significant at 0.05 level
Source: Primary Data

Table- shows the results of independent sample t-test and ANOVA. The result of the analysis indicates that in case of age, marital status and income, as the P-value is above 0.05, so the null hypothesis is not rejected. It means that, there is no significant difference among age, marital status and income of women revenue employees and their organisational stress level. But in the case of educational qualification and experience, there is significant difference in the organisational stress level of women revenue employees. In order to identify this difference, Duncan Multiple Range Test (DMRT) was conducted. Its results are presented in the table 3 and 4.

Table 3: Result of DMRT Showing Educational Qualification Wise Difference In Organisational Stress of Women Revenue Employees

Educational Qualification	N	Subset for Alpha = 0.05		
		1	2	3
Post graduate	35	40.2000		
plus two	3	46.3333	46.3333	
Degree	15	48.8667	48.8667	
SSLC	2		56.5000	56.5000
others	5			64.0000
Sig.		.132	.077	.167

From the results of DMRT presented in table-6, it can be seen that, the stress level of women revenue employees who are post graduates and who possess other educational qualification differ significantly from employees having degree, plus two and SSLC qualifications.

Table 4: Result of DMRT Showing Experience Wise Difference in Organisational Stress of Women Revenue Employees

Experience	N	Subset for alpha = 0.05		
		1	2	3
21-25	3	36.0000		
above 30	3	36.3333		
16-20	13	39.3846		
0-5	12	42.5000	42.5000	
6-10	22	49.0000	49.0000	49.0000
26-30	3		54.3333	54.3333
11-15	4			58.0000
Sig.		.050	.060	.152

From the results of DMRT presented in table-3, it can be seen that, the stress level of women revenue employees who have the experience of 21-25 years, above 30 years, 16-20 years and 11-15 years differ significantly from other experience groups.

Table 5: Showing Mean and Standard Deviation of Mental Consequences of Stress

Mental Consequences	Mean	Standard Deviation
Anxious	3.1000	1.31097
Worrying a lot	3.3000	1.19745
Easily frustrated	3.1000	1.23096
Aggressive behaviour	2.3000	1.35672
Depression	2.4000	1.36791
Poor concentration	2.5000	1.37163
Poor motivation	2.9000	1.31097
Want to be alone always	2.1000	1.14537
Poor self-esteem	2.0000	1.35296
Feel out of control	2.0000	1.19320

Source: Primary Data

On the basis of the above table, mental consequences faced by women revenue employees due to stress is ranked in descending order: worrying a lot, anxious, easily frustrated, poor motivation, poor concentration, depression, aggressive behaviour, want to be alone always, poor self-esteem and feel out of control.

Table 6: Showing Mean and Standard Deviation of Physical Consequences of Stress

Physical Consequences	Mean	Standard Deviation
Headaches	2.4000	1.44034
High BP	6.4000	12.69352
Stiff, sore muscles	2.7000	1.27957
Trouble sleeping	2.3000	1.27957
Decreased immunity	2.8000	1.08612
Change in appetite	2.4000	1.36791

Source: Primary Data

On the basis of the above table, physical consequences faced by women revenue employees due to stress is ranked in descending order: High blood pressure, decreased immunity, stiff & sore muscles, headaches, change in appetite and trouble sleeping.



Major Findings

1. In the case of organisational stress, there is no significant difference among age, marital status and income of women revenue employees and their organisational stress. But there is significant difference in the case of educational qualification and experience of employees and their organisational stress.
2. In the case of consequences, the major mental consequence faced by women revenue employees due to stress are worrying a lot, easily frustrated, anxious, poor motivation and depression. Other consequences are aggressive behaviour, want to be alone always, poor self-esteem and feel out of control.
3. The major physical consequence faced by women revenue employees due to stress is high blood pressure. Other consequences are decreased immunity, stiff & sore muscles, headaches, change in appetite and trouble sleeping.

Conclusion and Suggestions

It has been found that the stress level of women employees in the revenue department varies on the basis of their educational qualification and income level. Educational qualification and income are the major factors which influences the stress levels. Due to stress, the major consequences faced by employees are worrying a lot, quickly frustrated and anxious. And when it come to the physical consequences, high BP is the major issue faced by them. These problems will create negative impacts on the efficiency and physical and mental well-being of the employees. The government authorities need to pay special attention to the stress of women revenue employees and its various consequences.

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