A Study on Occupational Stress Level of Employees in Textile Shops with Special Reference to Coimbatore District

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Abstract: Stress has become a major concern of the modern times as it can cause harm to employee's health and performance. In this difficult economy, many of us are finding it harder to cope with stress in the workplace. While some stress is a normal part of the workplace, excessive stress can interfere with productivity and reduce physical and emotional health. The study is about, Occupational Stress level of employees in textile shops with special reference to The Chennai Silks, Coimbatore district. A standardized questionnaire suitable to the study was framed and subjected to pilot study to test its reliability and validity. The study was based on employees at various levels in the Chennai silks, Coimbatore. The responses of a sample of 150 respondents were collected and analyzed using the statistical tools like Chi-square, and Mean Value Analysis.

I. THE INSURANCE GROWTH CHANNEL

Stress

Stress may be defined as "A state of psychological and physiological imbalance resulting from the disparity between situational demand and the individual's ability and motivation to meet those demands." Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what he/she desires and for which the outcome is perceived to be both uncertain and important.

There are many definitions of stress. The Health and Safety Executive define stress as, "the reaction people have to excessive pressures or other types of demand placed upon them. It arises when they worry they can't cope".

Occupational Stress

According to the National Institute of Occupational health and safety, Occupational stress can be defined as the harmful physical and emotional responses that occur when the requirement of the job do not match the capabilities, resources or needs of the workers.

1.1 Statement of Problem

The major problem in the company is occupational stress of employee in the work place, hence this research provides an insight about stress level, its causes and impacts in the work place of employees in The Chennai Silks, Coimbatore.

1.2 Objective of the Study

To analyze the occupational stress level of employees at workplace with its special reference to The Chennai silks, Coimbatore.

To analyze the working condition of the workers.

To identify the stressful aspect of work, and designing strategies and ways to improve the work.

1.3 Limitations of the Study

Study is confined only to Coimbatore branch. Results may vary if applied to other branches of the same company.

Employees working in other industries may have different factors causing stress.

II. REVIEW OF LITERATURE

A review on the previous studies on stress among the employees is necessary to know the areas already covered. This will help to find out the new areas which are uncovered and to study them in depth. The earlier studies made on stress among the employees are briefly reviewed here.

T.J.Newton (1989) this paper considers problems in the conceptualization and operationalization of four concepts in occupational stress research: stress, strain, coping behavior, and coping style. The paper argues that a lack of conceptual and operational clarity in each of these areas has led to confusion in both the conduct and the interpretation of occupational stress and coping research, citing examples from the literature to support and illustrate this argument, as well as re-analyzing previous research. Recommendations are made for future research methodology which may overcome or limit some of the conceptual and operational problems examined.

Ivan T. Robertson, Cary L. Cooper, Janet Williams & Janet Williams (1989)This paper investigates the validity of four subscales of the Occupational Stress Inventory (OSI). Data derived from a sample of British managers are used to generate a multitrait–multimethod matrix. The results obtained suggest that three of the four OSI sales (job satisfaction, mental health, type A behavior) show acceptable validity. The fourth scale (locus of control) needs further development. Further analysis, using multiple regression procedures, was conducted to explore the validity of the theoretical ideas underlying the OSI. The results reveal that both sources of pressure at work and type Abehaviour are linked to mental health and job satisfaction.

Jex, Steve M Beehr, Terry A Roberts, Cathlyn K (1992) Tested the effect of using the word stress in the measurement of self-reported occupational stressors and strains. Employees from two organizations responded to a questionnaire that included specific occupational stressors, strains, and 16 items in which the word stress was used. Survey respondents tended to interpret the word stress to refer both to employees' strains or reactions to the work environment and to job stressors or elements of the environment itself.

L Woodruff (1993) The most popular definition of "stress" is "a complex interaction between an individual and the environment" that causes some response of the body (either emotional, physical, or both) in accordance with an individual attribute. Stress thus involves a stressor (environmental stimulus), a stress reaction (uncomfortable bodily changes and feelings), and individual characteristics. Occupational stressors are related to the job itself and to conditions associated with the organization's structure, climate, management style, and information flow. In the case of correctional officers, job-related stressors may include inmate defiance and games, maintenance of inmate discipline, compliance with inmates' rights, overcrowded conditions, and the confinement of the jail or prison environment. Stressors associated with organizational structure and administration includes lack of participation in decision making, lack of positive recognition, lack of administrative support, role conflict and ambiguity, and supervisory behaviors. Considerable research indicates that occupational stress may be an important cause of the typically short lifespan and the abnormally high marital and medical problems among correctional personnel. Research also links stress to decreased productivity, decreased job satisfaction, burnout, and decreased organizational commitment.

David Bunce, Michael A West (1996) A study among health-care workers is reported where a traditional stress management program (n = 66) was compared with an intervention promoting innovation at work as a form of stress management (n = 52), and a control group (n = 84). Measures relating to both the process of participation in the respective interventions, and outcome in terms of psychological well-being were taken. The traditional program, emphasizing cognitive-

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behavioral and arousal reduction techniques, was associated with improvements in general psychological strain and job satisfaction. The intervention promoting innovative responses to stressors (e.g., changing work methods, modifying working relations with colleagues) was associated with improvements in work-related stress, and innovation. Statistical analysis suggested session process variables, in addition to the theoretical orientations of the respective interventions, were associated with outcome variance. Follow-up data, one year post-intervention, suggested short-term gains on outcome variables relating to psychological well-being were not maintained. However, increases in levels of innovation, although not apparent post-intervention (3 months), were significant after one year. It is concluded that stress management research should focus more on process variables, and that interventions promoting innovation at work, show some promise in addressing occupational strain.

III. RESEARCH METHODOLOGY

This is a descriptive study based on the primary data collected from 150 employees at various levels in The Chennai Silks, Coimbatore. Data was collected through using pre-tested, structured questionnaire. The entire population is taken for the research hence it will be a Census study. Analyzing the data with some statistical techniques is called as data analysis. Chi Square and Mean Value Analysis are the tools used for the study.

IV. ANALYSIS AND INTERPRETATION

Mean Value

Table 1
Table showing the Mean Value based on Organization Environment

S No	Organization Environment	Mean	SD
1	Information to Perform Job Effectively	4.03	1.602
2	Choice in Deciding at Workplace	3.91	1.029
3	Different groups at work	3.61	1.203
4	Cope up with Physical Conditions	3.85	0.988

Inference

From the above table it can be inferred that, majority of the employees say that they are able to get the necessary information to perform job effectively, among the above four factors "I am able to get the necessary information to perform my job effectively" have obtained a highest mean score of 4.01 which indicates that employees are able to get necessary information to perform job effectively. The mean value for "Different groups at work demand things from me that are hard to combine/prioritize "scored least with 3.61 which also indicates that different groups at work demand things from them which are hard to prioritize.

Table 2
Table showing the Mean Value based on Work Time

S.No	Work Time	Mean	SD
1	Perform when there is pressure to work for long hours	3.95	0.988
2	Pressure to work long hours	3.81	0.944
3	Neglect some tasks	3.90	0.995
4	Keep busy all the time	3.94	0.985

Inference

From the above table it can be inferred that, majority of the employees says that they are able to work for long hours, among the above four factors "I am able to perform when there is pressure to work for long hours" have obtained a highest mean score of 3.95 which indicates that employees are able to perform when there is pressure to work for long hours. The mean value for "I am under pressure to work long hours" scored least with 3.81 which also indicates that employees were also able to work for long hours.

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Chi-Square Analysis

Cross Tabulation between Age Group and Responsibility

Null Hypothesis

Ho: There is no significant association between the two variables Age Group and Responsibility.

Alternate Hypothesis

H1: There is a significant association between the two variables Age Group and Responsibility.

Table 3

Cross Tabulation between Age Group and Responsibility

Age Group	I am clear about my duties and responsibilities				Total
	Strongly Agree	Agree	Neutral	Disagree	
Less Than 20	5	7	2	0	14
21 to 30	24	32	9	0	65
31 to 40	17	21	11	3	52
41 to 50	5	6	5	0	16
Above 50	0	0	2	1	3
Total	51	66	29	4	150

Table 4

Chi-Square Test between Age Group and Job Analysis

Test	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi –Square	24.332	12	0.018

Level of Significance= 0.05

Inference

From the above table it can be inferred that the calculated value .018 is less than the tabulated value 0.05. Hence, H1 is accepted and H0 is rejected which implies that there is a significant association between the two variables Age Group and Responsibility in the Organization.

Cross Tabulation between Annual Income and Time

Null Hypothesis

Ho: There is no significant association between the two variables Annual Income and Time.

Alternate Hypothesis

H1: There is a significant association between the two variables Annual Income and Time.

Table 5

Cross Tabulation between Annual Income and Time

Annual Income	I have to neglect some tasks because I have too much to do					Total
	Strongly Agree	Agree	Neutral	Strongly Disagree	Disagree	
Less than 125000	3	8	2	0	0	13
125000-150000	8	16	2	0	1	27
151000-175000	15	14	7	3	3	42
175000-200000	12	8	8	6	0	34
More than 200000	6	20	6	2	0	34
Total	44	66	25	11	4	150

Table 6

Chi-Square Test between Annual Income and Time

Test	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi –Square	26.883	16	0.043

Level of Significance= 0.05

Inference

From the above table it can be inferred that the calculated value .043 is less than the tabulated value 0.05. Hence, H1 is accepted and H0 is rejected which implies that there is a significant association between the two variables Annual Income and Time in the Organization.

Cross Tabulation between Gender and Confidence

Null Hypothesis

Ho: There is no significant association between the two variables Gender and Confidence.

Alternate Hypothesis

H1: There is a significant association between the two variables Gender and Confidence.

Table 7

Cross Tabulation between Gender and Confidence

Gender	Motivation brings me more confidence					Total
	Strongly Agree	Agree	Neutral	Strongly Disagree	Disagree	
Male	38	48	17	9	0	112
Female	8	10	13	6	1	38
Total	46	58	30	15	1	150

Table 8

Chi-Square Test between Gender and Confidence

Test	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi –Square	13.334	4	0.010

Level of Significance= 0.05

Inference

From the above table it can be inferred that the calculated value .010 is less than the tabulated value 0.05. Hence, H1 is accepted and H0 is rejected which implies that there is a significant association between the two variables Gender and Confidence in the Organization.

Cross Tabulation between Gender and Relationship

Null Hypothesis

Ho: There is no significant association between the two variables Gender and Relationship.

Alternate Hypothesis

H1: There is a significant association between the two variables Gender and Relationship.

Table 9

Cross Tabulation between Gender and Relationship

Gender	If works gets difficult my colleagues will help me					Total
	Strongly Agree	Agree	Neutral	Strongly Disagree	Disagree	
Male	33	43	24	8	4	112
Female	11	15	3	3	6	38
Total	44	58	27	11	10	150

Table 10

Chi-Square Test between Gender and Relationship

Test	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi –Square	9.274	4	0.055

Level of Significance= 0.05

Inference

From the above table it can be inferred that the calculated value .055 is equal to the tabulated value 0.05. Hence, H1 is accepted and H0 is rejected which implies that there is significant association between the two variables Gender and Relationship in the Organization.

V. FINDINGS

Mean Value Analysis

From the Mean Value Analysis the following are interpreted

The highest mean value of 4.01 indicates that indicates that employees are able to get necessary information to perform job effectively.

The mean value of 3.95 which indicates that employees are able to perform when there is pressure to work for long hours.

Chi-Square Analysis

From the Chi-square test the following are interpreted

There is a significant association between the two variables Age Group and Responsibility in the Organization.

There is a significant association between the two variables Annual Income and Time in the Organization.

There is a significant association between the two variables Gender and Confidence in the Organization.

There is a significant association between the two variables Gender and Relationship in the Organization.

VI. SUGGESTIONS

A combination of organizational change and stress management is often the most useful approach for preventing stress at work. Generally, organizational level strategies include job procedure modification and Employee Assistance Programs (EAP). Individual level strategies include taking vacation, getting a realistic job preview to understand the normal workload and schedules of the job will also help people to identify whether or not the job fits them.

The organization can provide time management training which will help the employees to complete their work within given time.

The organization can incorporate strategies to enhance team work and cooperation among the employees by monetary and non-monetary terms.

Health Management Workshops, wellness programs focus on the employees total physical and mental conditions like engaging the employees in the aerobic exercise, because it stimulates the brain and the body, yoga, meditation, etc.

Giving counselling to the employees when they face problems, because counselling is the discussion of a problem that usually has emotional content with an employee in order to help the employee to cope up.

The organization must introduce Employee Assistance Program (EAP) and stress control workshops according to the level of employees. EAP includes counselling employees on managing personal finances, handling conflict at work place, dealing with marital and other family problems and coping with the health problems.

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VII. CONCLUSION

The present study has produced some important results that have implications for both research and practice. Stress in the workplace has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards & recognition and more importantly by not providing the individual autonomy to do their job as they would like. Since the organization is based on textile sales and services to the customers the management should arrange some stress management programs for their employees periodically.

Organization must begin to manage people at work differently treating them with respect and valuing their contribution. If we enhance the psychological well-being and health of the employees, in future the organization would make more revenue as well as employee retention.

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