

Original Research Paper

Mental Health, Job-satisfaction and Occupational Stress among Government and Private Employees

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ABSTRACT

The main objective of present study was to assess the level of mental health, job satisfaction and occupational stress among government and private employees. It was believed that there will have a significant difference between government and private employees in case of various job related factors. These factors affect job-satisfaction and mental health of employees. In this context it was important to know how mental health, job satisfaction and occupational stress differ in terms of organization. For this purpose investigator has selected sample of 480 government and private employees (25 to 35 years). Mental health scale, Job Satisfaction Scale and Occupational Stress index were used as data collection tools. Data were analyzed by using means, standard deviation and F tests. Findings of present research revealed that government employees have better mental health and job-satisfaction than the private employees.

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INTRODUCTION:

Mental health issues are very important for employees nowadays. Mental health and job satisfaction are playing the significant role in the development of sound organizations. Mental health, job satisfaction and occupational stress are depended on management and environment of the organization. Job satisfaction is the satisfaction derived from being engaged in work and it is related to human drive and their fulfilment through work environment. Job satisfaction is as an individual's general attitude toward his or her job and it is a psychological factor. It can be defined in terms of fulfillment of employee's expectation from the job in respect of monetary benefits and psychological job satisfaction characteristics such as pay benefits, salary, working hours and condition and nature of work itself coworker and company policies may be relevant to the person need fulfillment and can therefore influence his job satisfaction.

A state of well-being in which every individual realizes his or her own potential can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community (WHO). The capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections, and personal dignity. The importance of supporting people's mental health at work has slowly but surely gained recognition in India over the past few years, and with very good reason.

Job satisfaction and occupational stress are the two most widely studied issues in the current scenario. A major part of human life is spent at work. It is a social reality and expectation to which

man seems to confirm. Job satisfaction degree is in fact determined by the ratio between what an employee achieve and what he wants in his life. Human have to adjust continuously with the changing environment. The worker who achieves more is highly satisfied with his job. Future expectation of an employee also influences his job satisfaction level but today it is seen as a very complex cluster of attitudes towards different aspects of the work.

According to Locke (1976) job satisfaction is a positive attitude resulting from the perception of one's job as fulfilling one's needs. There are three important dimensions of job satisfaction.

- Job satisfaction is an emotional response to a job situation. As such, it cannot be seen; it can only be informed;
- How well outcomes need or exceed expectations often determines job satisfaction;
- Job satisfaction represents several attitudes. Job satisfaction is a person's attitude towards the job.

Stress is a universal element and persons from nearly every walk of life have to face stress. Stress can have negative impacts on both the employee and the organization. People were reacting to stress in different ways in different situations. Some of them coping much better than others and suffering fewer of the harmful effects of stress. Just as stress differs as a function of the individual, it also differs as a function of one's type of occupation. Some occupations are, of course, inherently more stressful than others.

A stressor is any event or situation that is perceived by an individual as a threat causing the individual to either adapt or initiate the stress response. Therefore, a stressor is a stimulus and stress is a response. A stressor is the cause and stress is the

effect. The effects of stress upon a person are cumulative and can cause serious harm if experienced over a long time.

Selye (1979) was the first to study the effects of stress. Further, Selye suggested that stress had four basic variations: ·

- Good Stress (Eustress)
- Bad Stress – Distress
- Overstress – Hyperstress
- Under stress – Hypostress

Occupational stress is a kind of discomfort which is felt and perceived by employees at a personal level and triggered by various instances, events or situations that are too intense and frequent in nature so as to exceed a person's coping capabilities and resources to handle them adequately (Malta, 2004)

The place of work is an imperative source of both demands and pressures causing stress and social resources to counteract stress. The workplace factors that have been found to be associated with stress and health risks can be categorized as those to do with the content of work and those to do with the social and organizational context of work. Under work or conflicting roles and boundaries can cause stress, as can having responsibility for people. The possibilities for job development are important buffers against current stress, with under promotion, lack of promotion, lack of training and job insecurity being stressful.

Causes of Occupational Stress:

Stress at work is caused due to a number of factors some of the actors are self-inculcated while others are environment influenced, of many reasons some of the most prominent reasons are:

Personality Types: Ivancevich & Matteson (1980) clarified the Type A behaviour pattern is a potential correlate of stress. These are the behavioural syndrome that includes aggressiveness,

competitiveness, impatience, and a sense of urgency in overcoming obstacles to task performance. Type A persons react in such ways which create more stressful occasions for themselves and they find those occasions intensely stressful.

Risk factors related to occupation: Jobs or place of work that are more prone to the potential risk of life or life-threatening wounds are definitely more stressful. Such employees are always worried about the potential fear of accidents and misshaping.

Occurrence and intensity of stressful event are also one of the causes of occupational stress. Emotional Loads like work-life imbalance, relationship conflict with colleagues, transfers or relocation pressures, lack of understanding of job role by other people, unrealistic expectations of employers, professional isolation owing to organizational biases, emotional setbacks, and traumatic experience at the job and violent behaviour by employer or customer. Reduced amount of control on skill preference, lesser participation in decision making, the imbalance between efforts made and rewards earn at the workplace. Unsupportive boss, Role related concerns (i.e. role ambiguity, role conflict, the conflict between personal goals and organizational goals), and Interpersonal. Job conditions: If the conditions of the job, be it physical job scenario or the emotional environment at the workplace is not conducive of working freely and happily, people tend to adversely react and this effects and reflects upon the productivity at work.

Bano and Jha (2012) conducted a study to explore the difference in job-related stress between public and private sector employees, based on ten role stressors. They showed in the study that stress level was found moderate in both public and private sector employees and no significant difference was

found in overall stress level in public and private sector employees.

Anamika (2016) reported that job satisfaction among male employees was better than female employees. The reason found in this study, females are dominated in many aspects by male employees in jobs. Non-government bank employees found to feel more job stress than government employees. There is much difference exist between government and non-government jobs including job security and others facilities. Job satisfaction & job stress are important determinants of employee's wellbeing. When people are satisfied with their job, they are more productive and tend to be healthier. When employees feel that the environment at work is negative, they feel stressed. Stress has a large impact on employee mental and physical health. So in today's competitive hiring market, it's become important for all types of organizations to enhance job-related opportunities and ensure that workers enjoy being on their job.

Vichhiya, P.(2017) reported that private employees feel more job stress than that of the government employees, but there were no significant difference found between the experiences of the job employees.

THE SIGNIFICANCE OF THE STUDY:

The private sector of India has become a dominant source of income day by day. The work pressure in this sector is also rising. So, it has become important to be concerned about the mental health of the employee. Besides, their job satisfaction level also must be known. It is expected that if a research can be done, the stress level and the satisfaction of the employee will be identified. It will broaden the research aspect in this area and will also help the employee to reduce their stress level. It is hoped that the employee will be more satisfied with their

occupation by proper management which can be theorized by such research work.

Statement of problem:

The present investigation attempts to study about “**Mental Health, Job-satisfaction and Occupational Stress among Government and Private Employees**”.

Objectives:

- The major objective of the study is to analyze and study the mental health, job satisfaction and occupational stress among government and private employees.

Hypotheses:

- (H₀₁) There will be no significant mean difference between the scores of Government and Private Employees with reference to Mental health.
- (H₀₂) There will be no significant mean difference between the scores of Government and Private Employees with reference to Job-satisfaction.
- (H₀₃) There will be no significant mean difference between the scores of Government and Private Employees with reference to Occupational stress.

Design:

The present research work is not possible experimentally because of the nature of the investigation. The researcher adopted the quantitative descriptive research for gaining the objectives of the present study. It is the survey quantitative research in which the event has already occurred and the effects of the variables were studied by qualitative analysis.

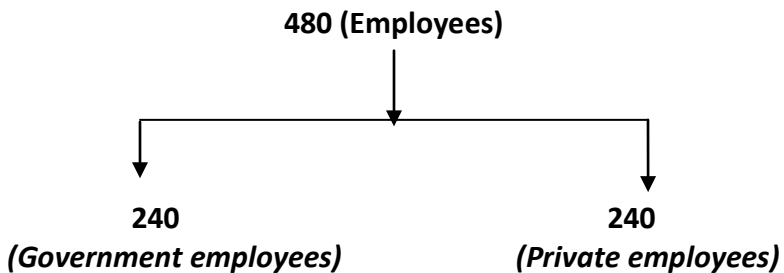
Variables:

Two categories of employees were selected as independent variable i.e. Government employees and Private employees,

whereas Mental health, Job-satisfaction and Occupational stress were taken as the dependent variable for the present research work.

Sample:

The sampling population of this research includes 480 employees (Teachers and Bank employees) of Government and private organizations in Ahmedabad City, 240 employees from public sectors and the remaining 240 from private sectors. This research followed the systematic random sampling method representative population. The population belongs to an age group of 30 to 40. Both the male and female population considered in the present research work. The categorization and details of sample selection are as under:



Procedure:

The investigator with prior permission of the employees of various government and private organizations personally established a good rapport and explained the purpose of research work. Then the researcher had explained the importance of the research procedure and collected the data after ensuring the confidentiality of them. Each subject was given a questionnaire on mental health, job-satisfaction as well as occupational stress. All the employees were requested to read all statements one after another and give their responses in the responses column by choosing the appropriate response for each statement. The sequence of questionnaires was the same for every respondent.

Scoring:

In the present study, scoring of the obtained data was done with help of respective manuals available for the test. The data have been arranged in the respective tables according to the statistical test applied.

Statistical Analysis:

In the present study to find out the significant mean difference between scores of mental health, job satisfaction and occupational stress of government and private employees. Statistical tests like student F test, Mean and SD were conducted.

RESULTS AND DISCUSSION:

Table 1:- Showing Mean, SD & F value between Government and Private Employees for Mental Health.

Types of Organization	N	Mean	SD	F	Sig.
Government Employees	240	19.00	5.43	57.16	$p < .01$
Private Employees	240	15.73	5.95		

First of all, the F-ratio was calculated in order to see whether there is a significant difference between the mean scores of mental health of government and private employees. Thus, the F-ratios helped us to know whether the types of the organization play a significant role in the level of mental health of employees.

It may be inferred from table 1 that scores of both the groups of employees i.e. government and private have a significant difference ($F=57.16, p < .01$) on mental health. The mean score of government and private are 19.00 ($SD=5.43$) and 15.73 ($SD=5.95$) respectively. On the basis of a significant mean difference, it can be said that government employees have better mental health than private employees. Thus. (H_{01}) is

rejected; finding might be interpreted in terms of private employees have less job security and more occupational stress in terms of their job environment.

Table 2:- Showing Mean, SD & F value between Government and Private Employees for Job-satisfaction.

Types of Organization	N	Mean	SD	F	Sig.
Government Employees	240	89.82	29.28	45.52	$p<.01$
Private Employees	240	74.81	29.49		

It is evident from table 2 that significant difference is to be found between government and private employees on job-satisfaction ($F = 45.52, p<.01$). The mean score of government and private employees are 89.82 ($SD=29.28$) and 74.81 ($SD=29.49$) respectively. On the basis of this significant difference, one can say conclusively that government employees have greater job-satisfaction as compared to private employees. Hence, (H_0) is discarded; finding might be explained in terms of in an age of highly dynamic and competitive world, to be a satisfied person is a difficult task that can affect him on all realms of life but poor salary structure, job insecurity, minimum guaranty of increment and narrow provision for promotion etc. are increasing stress and anxiety among the private employees.

Table 3:- Showing Mean, SD & F value between Government and Private Employees for Occupational Stress.

Types of Organization	N	Mean	SD	F	Sig.
Government Employees	240	116.11	27.44	77.46	$p<.01$
Private Employees	240	136.99	34.89		

Furthermore, the results summarized in Table 3 that mean scores of government and private employees for occupational

stress is to be found significant ($F= 77.46, p<.01$). Mean scores for government employees is $M=116.11$ ($SD=27.44$) and for private employees is $M=136.99$ ($SD=34.89$) respectively, this shows there is a quite significant difference between both the group of employees. Thus, private employees imagine a higher level of occupational stress as compared to government employees. Therefore, (H_{03}) is also declined; finding might be interpreted in terms of the public sector organizations are known for ease and relax working environment from over the years, where job security, clarity about employees' role in the organization, fixed salary, and comparatively less pressure of work may be the reasons for less stress in government employees.

CONCLUSION:

The productivity of the employees is the most decisive factor as far as the success of an organization is concerned. In an age of highly dynamic and competitive world, employees are exposed to all kinds of stressors that can affect them in all realms of their life. The growing importance of interventional strategies is felt more at the organizational level. Although certain limitations were met with the study, every effort has been made to make it much comprehensive. Although, in private sector from last few years, the practice of human resource development is increased and organizations have started focusing on employees need and expectation, and trying to develop good organizational culture and policies but youths of our country are seeking in a government job. According to Pareek and Khanna (2011), modern life is full of stress. As organizations become more complex, the potential for and amount of stress increases. Urbanization, industrialization, and the increase in the scale of operations are causing increasing stresses. These are the inevitable consequences of socio-economic complexity.

IMPLICATIONS:

The author expects to draw attention from policymakers and men of eminence in the related fields so far:

- The present study will facilitate the educational administrators to take steps for finding out reasons of low satisfaction as well as improving the level of job satisfaction for the teachers.
- Adequate role clarification to be made whenever necessary to eliminate role ambiguity among employees.
- The organization should organize regular checkup and those found suffering from very high stress should be subjected to the stress management process.
- Ensure justified use of grievance handling procedures to win the trust and confidence of employees and reduce their anxiety and tension related to job-related problems.

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Conflict of Interest:

The authors colorfully declare this paper to bear not conflict of interests

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