

## Industrial Employment Stress and Its Impact on Human Behavior

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### ABSTRACT

This study was aimed in finding of Occupational stress level among the employees of TNEB LTD. The research was studied among the employees of TNEB Head Quarters, Chennai. A sample of 200 employees was taken to study the Occupational stress level. Descriptive research design was used. The structured questionnaire was used to measure the Occupational stress level. The data was analyzed using 1 way ANOVA. The research revealed that the employees of TNEB perceived higher level of stress in Personal Strain and Personal Resources and mild to high level of Occupational Role. Further to this, the study also examined the pressure of stress level across the categories of post cadres.

*Keywords: Industrial, Employment, Stress, Impact, Human Behavior*

Stress is an inherent factor in any type of vocation or career. At its best, the presence of stress can be a motivator that urges the individual to strive for excellence. However, excess amounts of stress can lead to a lack of productivity, a loss of confidence, and the inability to perform routine tasks. As a result, quality employees lose their enthusiasm for their work and eventually withdraw from the company. Occupational stress is a term used to define ongoing stress that is related to the workplace. The stress may have to do with the responsibilities associated with the work itself, or be caused by conditions that are based in the corporate culture or personality conflicts. As with other forms of tension, occupation stress can eventually affect both physical and emotional well-being if not managed effectively. When left unchecked, occupational stress can lead to emotional and physical disorders that began to impact personal as well as professional lives. The individual may develop a level of tension that interferes with sleep, making relaxing outside the workplace impossible. Over time, the stress can trigger emotional disorders such as anxiety, depression and in some cases various phobias that further inhibit the ability to enjoy any aspect of living. Occupational stress and its relation with individual characteristics, job conditions, stressful events, affect, and job performance and cognitive/motivational aspects (i.e., concentration, composure, perseverance, adaptability)

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correlated significantly with self-reported perceptions of stressful events, subjective stress, depression, and hostility.

### RESEARCH BACKGROUND

Stress affects individuals not only psychologically, by manifesting as anxiety or depression but also physically. Physical stress symptoms include “anything from ulcers and digestive upsets to coronary problems. Stress also interacts negatively with job satisfaction, performance and commitment. Stress and its’ impact upon occupational functioning is a major factor in reduced productivity. It is important to have a clear understanding of the types of psychological stress and subsequent strain that are contributing to high turnover rates which have plagued the field of rehabilitation since its’ conception. While there are a plethora of studies that address the issues of burnout and job satisfaction in rehabilitation counseling, there are very few that look at turnover. There is also a lack of research in the recent years regarding the amount of occupational stress and coping resources of rehabilitation counselors. This study is primarily interested in how stress, strain, and coping directly and indirectly affect turnover intentions of rehabilitation counselors. The main hypothesis is that stress has direct effects on turnover intentions but also indirect effects through strain and coping resources. This study also looks at the relationships between stress, strain, and coping resources, as well as how all three affect turnover intentions. Of secondary interest are the relationships between stresses, strain, coping resources, turnover intentions, and various demographic variables? *The purpose of this research is carried out with the employees of TNEB LTD.*

#### **Research Gap**

The problem identified is of Human Resource problem of absenteeism, morale, low productive and this study is to find out the Occupational stress and its level among the Employees of TNEB Ltd., which may be one of the causes for the inefficiency of the Organization.

#### **Need For the Study**

Today workplace stress is becoming a major issue and a matter of concern for the employees and the organizations. It has become a part of life for the employees, as life today has become so complex at home as well as outside that it is impossible to avoid stress. Organizational stress arises due to lack of person- environment fit. When organizational stress is mismanaged, it affects the human potential in the organization. It further leads to reduced quality, productivity, economic loss, health as well as wellbeing and morale. This study is to find the level of Occupational Stress among the employees of TNEB.

#### **Primary Objective**

- A study on occupational stress level among the employees of TNEB Limited.

#### **Secondary Objectives**

- To analyze the stress level.
- To help the individuals to overcome the stress.

## HYPOTHESIS

There is no significant difference in the perception of Stress level on the various dimensions of occupational stress among the Employees of different Post cadre, viz., Class I & II, Class III and Class IV.

## REVIEW OF LITERATURE

### *Occupational Stress Inventory Revised Edition (OSI-R)*

The OSI has been viewed as a viable instrument to measure occupational stress, strain, and coping as evidenced by an eclectic range of studies ranging from the issue of lesbian identity and disclosure in the workplace (Driscoll, Kelley, & Fassinger, 1996) and the hardy personality at work in the health care industry (Turnipseed, 1999) to predicting occupational strain and job satisfaction (Fogarty et al., 1999). Osipow (1998) indicated the main reasons the OSI was developed and a subsequent revision made were:

- i. to develop generic measures of occupational stressors that would apply across different occupational levels and environments; and
- ii. to provide measures for an integrated theoretical model linking sources of stress in the work environment, the psychological strains experienced by individuals as a result of work stressors, and the coping resources available to combat the effects of stressors and to alleviate strain. (p. 1)

Other than revisions to the normative data, the addition of several new items, and the modification of others no major changes have been indicated in the OSI-R manual (Osipow, 1998), demonstrating that the integrity of the original model has not been significantly altered in the revised version of the instrument. As with the OSI (Osipow & Spokane, 1987), the OSI-R model illustrates an interactive approach to the concept of stress, strain, and coping with each having a separate section of test items. The OSI-R's three dimensions are defined as the Occupational Roles Questionnaire (ORQ), Personal Strain Questionnaire (PSQ), and the Personal Resources Questionnaire (PRQ). Each dimension has its' own scales which assess specific characteristics that subsequently contribute to the total overall score. The three dimensions can be used together, like in this study, or individually based on the research questions. The ORQ includes ten questions regarding each of the following: (a) role overload, (b) role insufficiency, (c) role ambiguity, (d) role boundary, (e) responsibility, and (f) physical environment. The PSQ includes ten questions regarding each of the following: (a) vocational strain, (b) psychological strain, (c) interpersonal strain, and (d) physical strain. The PRQ includes ten questions about each of the following: (a) recreation, (b) self-care, (c) social support, and (d) rational/cognitive coping.

Research Support There are at least twenty-four published studies that have used the OSI in the stress related literature, however very few that use the OSI-R that was only recently published in 1998. Osipow (1998) refers in the OSI-R manual to a study conducted by Elam (1997) that was

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used to examine the correlation between the OSI and OSI-R. The results indicated that the correlation between items was sufficient enough to generalize validity results from one to the other (Osipow, 1998). Therefore in the following section, references to the scales of the OSI-R predominantly utilize data based on the old version of the OSI or similar constructs used by other researchers.

### **METHODOLOGY**

*Research methodology is a way to systematically solve the research problem. The various steps adopted to conduct research work are as follows:*

1. Nature of research Design
2. Source of data
3. Questionnaire design
4. Population and sample
5. Tools and techniques.

#### ***Research Instrument***

For the collection of primary data, structured questionnaire was framed.

#### ***Questionnaire Design***

The survey was conducted using structured questionnaire, questions being designed as an opinion, using Lickert 5- point scale. The Questions in the Questionnaire are arranged in a sequence manner, which help the researcher to get apt answers from the respondents. The researcher has framed the Questionnaire in the clear manner such that it makes the respondent to understand and to answer the questions easily

#### ***Target Respondent***

The target samples were the employees of TNEB Chennai, Head Quarters, of various categories, viz.,

- A. Administrative level
- B. Technical level
- C. Field level
- D. Others.

#### ***Data Source***

The study was carried out with the help of the following methods of collection.

- 1) Primary data
- 2) Secondary data.

#### ***Primary data***

Through the structured questionnaire from the employees of TNEB, Chennai, HQ.

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### *Secondary data*

The secondary data from various sources such as website, newspapers, journals, magazines etc.

### *Sampling method*

The sample method used for the research is “Non Probability sampling method”.

### *Sampling size*

A sample size of 200 has been taken for the purpose of the project.

### *Analysis*

The analysis of data requires a number of closely related operations such as establishments of categories, the applications of these categories to raw data through, tabulation and then drawing statistical inferences.

## **DATA INTERPRETATION**

The data from each and every user was analyzed and interpreted individually and then complied together and presented in the form of tables and charts.

### **Stress index Calculation**

Analysis of stress level index of Occupational stress.

<b>Stress Dimensions</b>				
<b>Profile</b>		<b>t-Scale</b>		
		<b>Minimum</b>	<b>Average</b>	<b>Maximum</b>
Overall	ORQ	<b>27.03</b>	<b>50.26</b>	<b>73.49</b>
	PSQ	<b>41.12</b>	<b>64.04</b>	<b>86.97</b>
	PRQ	<b>45.62</b>	<b>73.72</b>	<b>101.83</b>
Technical	ORQ	<b>23.83</b>	<b>50.66</b>	<b>77.5</b>
	PSQ	<b>40.25</b>	<b>67.5</b>	<b>94.75</b>
	PRQ	<b>45.12</b>	<b>74.68</b>	<b>104.25</b>
Administration	ORQ	<b>28.33</b>	<b>49.91</b>	<b>71.5</b>
	PSQ	<b>41.25</b>	<b>63.13</b>	<b>85</b>
	PRQ	<b>47</b>	<b>72.75</b>	<b>98.5</b>
Field	ORQ	<b>26.67</b>	<b>49.41</b>	<b>72.16</b>
	PSQ	<b>41.25</b>	<b>64.37</b>	<b>87.5</b>
	PRQ	<b>45.75</b>	<b>73</b>	<b>102</b>
Others	ORQ	<b>24.47</b>	<b>49.98</b>	<b>75.5</b>
	PSQ	<b>40.75</b>	<b>64.12</b>	<b>87.5</b>
	PRQ	<b>46</b>	<b>74</b>	<b>102</b>

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Stress Dimensions					
Profile		Low	Mild	High	V. High
Overall	ORQ	< 39	39-53	53-65	> 65
	PSQ	< 52	52-63	63-74	> 74
	PRQ	< 59	59-73	73-87	> 87
Technical	ORQ	< 46	46-59	59-72	> 72
	PSQ	< 54	54-68	68-82	> 82
	PRQ	< 60	60-75	75-90	> 90
Administration	ORQ	< 39	39-50	50-61	> 61
	PSQ	< 52	52-63	63-74	> 74
	PRQ	< 60	60-73	73-86	> 86
Field	ORQ	< 37	37-48	48-59	> 59
	PSQ	< 53	53-65	65-77	> 77
	PRQ	< 58	58-71	71-84	> 84
Others	ORQ	< 37	37-50	50-63	> 63
	PSQ	< 52	52-64	64-76	> 76
	PRQ	< 60	60-74	74-88	> 88

### *Objective*

To study the existence of Occupational stress among the Employees of TNEB LTD. Occupational stress was studied under three major categories of stress viz., Occupational Role, Personal Strain, and Personal Resource stress level . the above stated objective was analyzed with the help of t-Score.

t Score For Occupational Stress Among The Employees						
STRESS DIMENSIONS		Raw Score	t Score obtained	t-SCALE		
				Min	Ave	Max
I	Occupational Role Questionnaire (ORQ)	3.26	54.16	27.03	50.26	73.49
II	Personal Strain Questionnaire (PSQ)	2.9	62.25	41.12	64.04	86.97
III	Personal Resources Questionnaire (PRQ)	2.62	68.75	45.62	73.72	101.83

SOURCE: Primary data. OCCUPATIONAL STRESS LEVEL: Stress index calculation.

### *Inference*

From the table number ...A... it can be inferred that t-score obtained on the factor Occupational Role is 54.16 which is above the average level i.e., of 50.26. This indicates that the employees perceived a mild level of Occupational Role stress. And it can also be inferred that t-score

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obtained on the Personal Strain is 62.5 and Personal Resource is 68.75 which is below the average level i.e., 64.04 and 73.72. This indicates that the employees of TNEB perceive a high level of Personal Strain and Personal Resource.

### POST CARDE WISE OCCUPATIONAL STRESS ANALYSIS

**Objective** To study existence of any significant differences in the perception of Stress level on the various dimensions of occupational stress among the Employees of different Post cadre, viz., Class I & II, Class III and Class IV.

**Ho:** There is no significant difference in the perception of employees Stress level on the various dimensions of occupational stress among the Employees of different Post cadre, viz., Class I & II, Class III and Class IV.

**H1:** There is a significant difference in the perception of employees Stress level on the various dimensions of occupational stress among the Employees of different Post cadre, viz., Class I & II, Class III and Class IV.

ANOVA FOR STRESS LEVEL - POST CADRE WISE										
Stress Dimensions	Factors	Class I and II		Class III		Class IV		F value	P value	Results
		M	SD	M	SD	M	SD			
ORQ	RO	2.91	0.74	3.04	0.65	2.78	0.76	1.43	0.24	Accept Ho
	RI	2.23	0.85	2.25	0.88	2.12	0.68	0.19	0.82	Accept Ho
	RA	3.27	0.66	3.73	0.69	3.42	0.71	10	0.001	Reject Ho
	RB	3.44	0.63	3.69	0.72	3.6	0.73	2.89	0.05	Accept Ho
	R	4.27	0.55	4.13	0.61	4.07	0.61	1.92	0.14	Accept Ho
	PE	3.07	0.76	3.39	0.82	3.37	0.68	4	0.02	Reject Ho
Posthoc results: RA and PE significantly differs.										
PSQ	VS	2.61	0.75	2.92	0.9	3.1	1.06	4.48	0.01	Reject Ho
	PS	2.82	0.85	3.25	0.82	3.32	0.96	6.95	0.001	Reject Ho
	IS	2.82	0.85	3.25	0.82	3.32	0.96	6.95	0.001	Reject Ho
	PHS	2.66	0.63	2.93	0.59	2.88	0.51	4.85	0.001	Reject Ho
Posthoc results: VS, PS, IS, and PHS significantly differs.										

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ANOVA FOR STRESS LEVEL - POST CADRE WISE										
Stress Dimensions	Factors	Class I and II		Class III		Class IV		F value	P value	Results
		M	SD	M	SD	M	SD			
PRQ	RE	2.98	0.71	2.92	0.66	2.83	0.65	0.43	0.65	Accept Ho
	SC	2.93	0.82	2.85	0.83	2.79	0.92	0.32	0.72	Accept Ho
	SS	2.27	0.68	2.38	0.91	2.25	1.04	0.41	0.65	Accept Ho
	RC	2.34	0.62	2.48	0.77	2.38	0.65	0.87	0.42	Accept Ho

N=20; Source: Primary data

### *Inference*

From the table No. -J--- it is inferred that p value of Anova for Role Ambiguity is  $F(2,197) = 10$ ,  $p = 0.001$  for Factor6 is  $F(2,197) = 4$ ,  $p = 0.02$ , Vocational strain is  $F(2,197) = 4.48$ ,  $p = 0.01$ , Psychological strain is  $F(2,197) = 6.95$ ,  $p = 0.001$ , interpersonal strain is  $F(2,197) = 6.95$ ,  $p = 0.001$ , Physical Strain is  $F(2,197) = 4.85$ ,  $p = 0.001$ , are less than 0.05 which implies that there is significant difference in the perception of Role Ambiguity, Physical Environment, Vocational strain, Psychological strain, interpersonal strain, Physical Strain, among the employees. Posthoc test revealed significant difference exist between the employees of different Post cadre viz., Class I & II, Class III and Class IV. From this it can be inferred that the employees of Class III perceives high level Role Ambiguity, Physical Environment, Vocational strain, Psychological strain, interpersonal strain, Physical Strain, among the employees of Class I & II.

### **SUMMARY OF FINDINGS**

From the Overall t Score analysis of employees, it can be inferred that t-score obtained on the factor Occupational Role is above the average level which indicates that the employees perceived a mild level of Occupational Role stress. And it can also be inferred that t-score obtained on the Personal Strain and Personal Resource is below the average level which indicates that the employees of TNEB perceive a high level of Personal Strain and Personal Resource.

The t Score analysis of Technical category employees, it can be inferred that t-score obtained on the Occupational Role is above the average level which indicates that the employees perceived a mild level of Occupational Role stress. Similarly, it can be inferred that t-score obtained on the factor Personal Strain is below the average level which indicates that the employees perceived a high level of Personal Strain. And it can be inferred that t-score obtained on the Personal Resource is below the average level which indicates that the employees perceived a high level of Personal Resource.

The t Score analysis of Administration category employees, it can be inferred that t-score obtained on the Occupational Role is above the average level which indicates that the employees



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perceived a mild level of Occupational Role stress. And it can also be inferred that T-score obtained on the Personal Strain and Personal Resource is below the average level which indicates that the employees of TNEB perceive a high level of Personal Strain and Personal Resource.

The t Score analysis of Field category employees, it can be inferred that t-score obtained on the Occupational Role is above the average level which indicates that the employees perceived a mild level of Occupational Role stress. And it can also be inferred that t-score obtained on the Personal Strain and Personal Resource is below the average level which indicates that the employees of TNEB perceive a high level of Personal Strain and Personal Resource.

The t Score analysis of others category employees, it can be inferred that t-score obtained on the factor Occupational Role is above the average level which indicates that the employees perceived a mild level of Occupational Role stress. Similarly, it can be inferred that t-score obtained on the factor Personal Strain is below the average level which indicates that the employees perceived a high level of Personal Strain. And it can be inferred that T-score obtained on the factor Personal Resource is below the average level. This indicates that the employees perceived a high level of Personal Resource.

The t' test analysis between the employees of unmarried and married has a significant difference in the perception of Role Responsibilities and Physical strain. It also reveals that the unmarried employees perceives lesser level of Role Responsibilities when compared to married employees. Similarly, the unmarried employees perceives more level of Physical Strain compared to the married employees. For the factors other than Role Responsibilities and Physical strain there is an average level of stress hence there is no significant difference between the marital status.

In the one way ANOVA analysis for the employees of different Post cadre viz., Class I & II, Class III and Class IV, it is inferred that there is a significant difference in the perception of Role Ambiguity, Physical Environment, Vocational strain, Psychological strain, interpersonal strain, Physical Strain, among the employees. Posthoc test revealed significant difference exist between the employees of different Post cadre viz., Class I & II, Class III and Class IV. From this it can be inferred that the employees of Class III perceives high level Role Ambiguity, Physical Environment, Vocational strain, Psychological strain, interpersonal strain, Physical Strain, among the employees of Class I & II.

### **CONCLUSION**

A study on occupational stress level among the employees of TNEB Limited reveals that the employees of different categories, age groups, and demographic characteristics of TNEB perceive higher level of stress in Personal Strain and Personal Resources and mild to high level of stress in Occupational Role. Hence, it is concluded that the overall employees of TNEB Limited, perceive Occupational stress

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### *Conflict of Interests*

The author declared no conflict of interests.

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