



Scholars research library

Archives of Applied Science Research, 2011, 3 (6):377-382
(<http://scholarsresearchlibrary.com/archive.html>)



Impact of job stress on urban and rural employees in Kamrup district, Assam (India): A physiological and psychological study.

Harajyoti Mazumdar^{1*}, Nabanita Haloi² and Mamoni Mazumdar³

¹Department of Biotechnology, Gauhati University, Guwahati, INDIA

²Department of Environmental Science, Gauhati University, Guwahati, INDIA

³Department of Business Economics, Gauhati University, Guwahati, INDIA

ABSTRACT

Physical health refers to infirmity in the employee's health. Employee's physical health and their work are correlated. There are three factors namely; mental breakdown, mental disturbances, and mental illness impair the mental health of employees. Stress is an unavoidable aspect of life. Workplace stress derives specifically from conditions in their workplace. This condition may either cause stress initially or aggravate the stress already present from other sources. Studies have pointed to the growth in non-standard work and other changing work patterns as contributing to a recent sharp increase in stress leads in the workplace. In organizations the ergonomic the concern is work stress, which in any action from an external source that affects the body. This creates a strain in the body resulting in some physiological response to the stress. Work stress due to unusual posture or improper postural adjustment to the work results in back pain, headaches, nervousness, aching muscles, excessive perspiration and depressions. The most serious result of work stress is serious traumatic injuries, accumulative injuries or death. Psychological factors that may cause stress are excessive heat, improper furniture (chairs, tables etc.), poor workplace, long work hours or any other type of situation in which individual performs his or her work in unusual situation or in a continuous manner. Ill health results in high rate of absenteeism and turnover, industrial discontent and indiscipline, poor performance and low productivity and more accidents. Besides, employee's health also provides other benefits such as improved morale of employees, increased productivity of employees and also longer working period of an employee which, of course cannot be easily measured.

Key words: Stress, Organizations, Absenteeism, Turnover. Employees.

INTRODUCTION

Job stress has become one of the most widely studied areas to know about the organizational behaviors. Despite the widespread attention, Job stress has attracted many researchers since some questions were still answerable related to the job stress. Stress can be considered as an important psychological concept which shows negative impact on health, well-being and job performance [1, 2]. Stress is a process where environmental events such as either stressors or challenges make threaten us and how these threats interpret and how it feels [3]. Stress can be also considered a state within the organisms which can be characterized by adaptations syndrome. Excessive stress to an individual can cause physiological, sociological and psychological disturbances [4]. Control at work place is found to have a significant impact in physical and mental health of workers. Those people who can sustain very low level of personal control undergo more psychological effects whereas greater control can have better mental health [5]. During stressful situations, all personality types display symptoms which were disadvantages to others and may cause unproductive results for themselves. The kinds of circumstances that induce stress also may vary from type to type. Although any type can displays any symptoms from time to time, different types specialized in specific behaviors [6]. Job stress is a chronic diseases caused at the workplace that negatively affect an individual's performance and for overall well-being of his body and mind. One or more of a host of physical and mental illness manifest job stress [7]. Satisfaction may turns into exhaustion, frustration or dissatisfaction, or when the challenges at work become too demanding results in negative sign of stress. Stress can have an impact on our overall health. Report shows that our bodies are designed, pre-programmed in such a way that if we wish than a set of automatic response will occur to deal with stress. This system is very effective for the short term "fight or flight" response that we need when we faced with an immediate danger [8]. Increased in blood pressure and metabolism, decreased in protein synthesis, intestinal movement, immune and allergic response system, increased cholesterol and fatty acids in blood for energy production system, localized inflammation (redness, swelling, heat and pain), faster blood clotting, increased production of blood sugar formations and increased stomach acids usually a number of warnings signs of stress [9]. Poor relations exist between superiors and workers contribute to the level of stress which was mainly experienced by workers [10].

MATERIALS AND METHODS

The primary aim of the research was to identify the variables that lead to workplace stress of employees in selected organizations. The sample includes employees from both urban and metro areas from Guwahati, Assam, India. The universe of study was 15 organizations out of which 10 organizations (6 and 4 from Kamrup metro areas and rural areas respectively) were selected randomly to collect the primary data. Stratified random sampling method was used to analyze. Likert scale was used to indicate their degree of agreement and disagreement. In some case personal interview will be carried out with high official persons. Our main objectives were to investigate to know about the comparative stress between rural and urban areas employees. Second objective was to calculate the average weighted between employees of both the areas.

RESULTS AND DISCUSSION

Earlier studies reports that inability to adapt to stress is associated with the onset of depression or anxiety. 2/3 of peoples who experienced a stressful situation had nearly six times the risk of developing depression within a month of stressful events. Our study shows that the level of job stresses in different organizations and its attempts made to relieve job stress were found to be higher in rural employees than urban employees. Physical, Environmental and Social were the main factors which cause stress onto the individuals. Stressors can acts as an inducer to an internal stress which may leads to various responses. Different signs and symptoms can indicate that, someone is in difficulty in coping with the amount of stress. The weighted average mean of rural than metro employees was found to be more in all the cases that studies. It was found that 51 % of urban peoples were mostly effected the jobs performance whereas same groups of employees shows 59 % of long term job stress in different organizations. Comparatively urban employees show 49 % and 41 % of effect of job performance and durations of job stress respectively. 60 % of rural employee’s works at different organizations shows more level of job stress and same percentage of employers in rural regions shows that they try to relieve job stress.

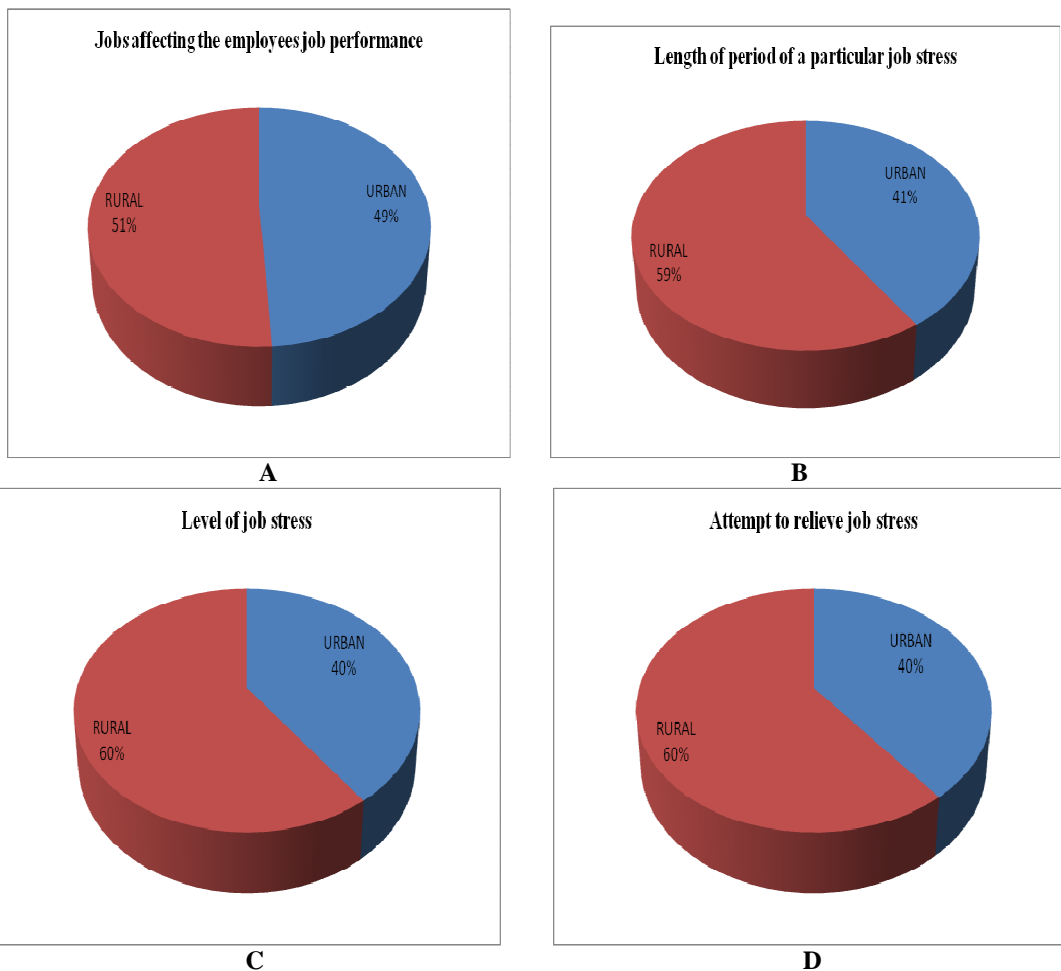


Fig1- A,B,C and D represent comparative analysis of job stress between Kamrup rural and Kamrup urban employees of different organizations.

It may be due to traumatic accident, death or emergency situations which were also side effect of a serious illness or diseases. It was observed that there were some other issues related to stress were associated with daily life, the work place, and family responsibilities. Employees were undergoes this phase of life which may be due to high workload where some can resist others cannot. It was observed that when high workload is perceived as unrelenting, morale is eroded and job dissatisfaction develops. Aspects of the physical environment that could contribute towards stress include poor ergonomics, bad lighting, high noise levels, dust, poor air circulation and extreme heat or cold. In general view, the Kamrup metro employees are more job stress than the Kamrup rural employees. Stress affects the physical health of employees in selected organizations was also studied. Studies about the health effects shows shocking results as stress level can be directly cause different diseases in 80 different employees. 30 employees show very high effect on Diabetes whereas 53 employees show more high blood pressure of selected organizations.

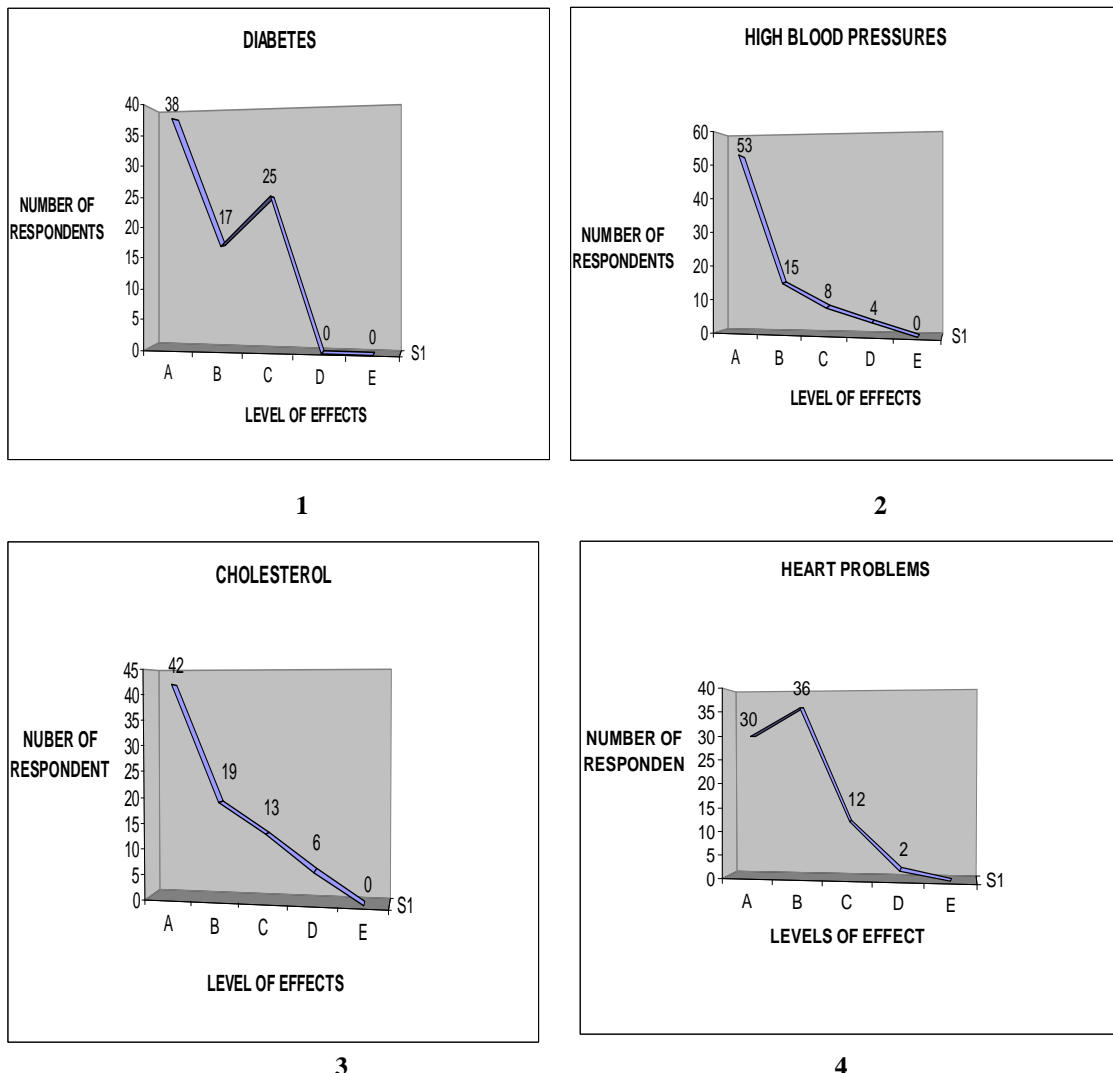


Fig 2 - Effect of various diseases in employees at different organizations (A-Very high effect, B- High effect, C-Medium effect, D-Low effect and E-Nil).

Same observations were also reported 42 employees show cholesterol problem while number of heart problem reported in high effect regions was 36. Headache, grinding teeth, clenched jaws, chest pains, shortness of breath, pounding heart, high blood pressure, muscle aches, indigestions, constipations or diarrhoea, increased perspiration, fatigue, insomnia, frequent illness were the symptoms reported. In pre historic times, the physical changes in response to stress were on essential adaptation for meeting natural threats.

Even in the modern world, the stress response can be an asset for raising levels of performance during critical events such as sports activity, an important meeting, or in situation of actual danger or crisis. If stress becomes persistent and low level, however, all parts of the body's stress apparatus (the brain, heart, lung, vessels and muscles) become chronically over or under activated. This may produce physical or psychological damage over time. Acute stress can also be harmful in certain situations. The scale weighted average mean of all the response has been 4.29. This shows level of diseases of the respondents. The 4.29 is high scale, it is about 86 % of the respondents. This result shows that all the employees are suffering stress related health problems. From the results it can be concluded that the second hypothesis i.e., stress affects the physical health of employees in different organizations was found to be true. From the graphs it reveals that employees feel that declines in reaching target are the foremost cause of job stress for them Stress caused by work is considered to be the second biggest occupational health problem in the world. Stress in the workplace is becoming a major concern for employees, manager and government agencies all over the world. There are many ways to relieve stress and the ways to relieve stress that work for the person may not be the best ways to relieve stress in other persons. Studies shows humors helps reduce tension, it release endorphins chemical in our brain, which give some relaxations. A psychiatrist, psychologist, social workers or qualified counselors may give us better idea for dealing with stress that what we have tried of our owns. A mentor is someone who is skilled at dealing with stress in their lives. These are few ways among many by which we can keep regulate the stress in human begins.

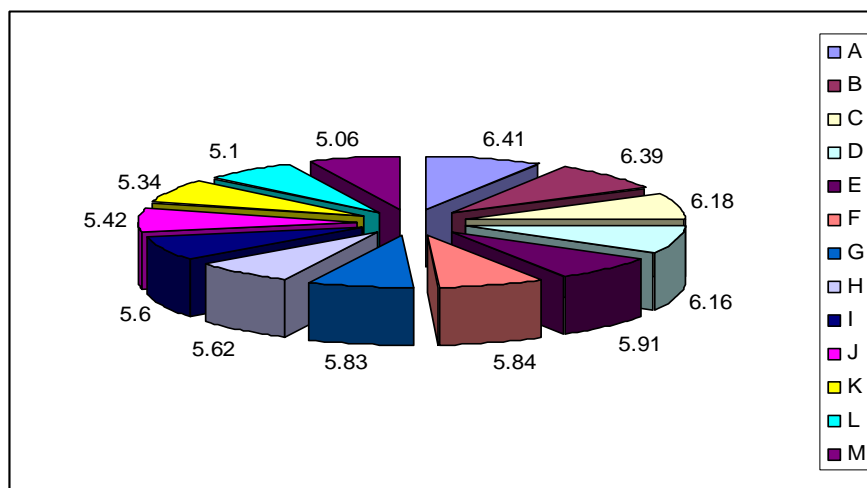


Fig 3-Comparative study of causes of job stress as felt by employees of different organizations: A-Deadlines, B-Too much change with job, C-Not treated fairly, D-Unexpected overtime, E-Work tires physically, F-Supervisors have unrealistic expectations, G-Management tries to control work too much, H- Working hours, I-No feedback on job, J-Changing jobs frequently, K- Work tires mentally, L-Too much time pressure, M-Duties conflict with one another .

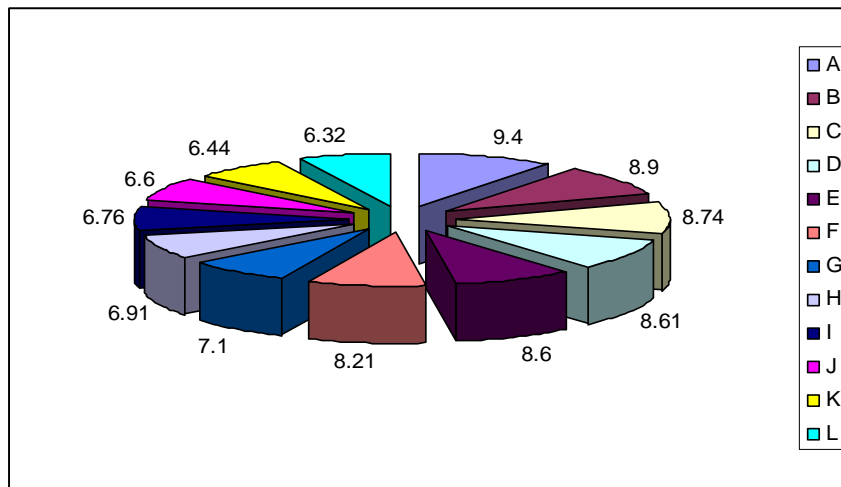


Fig 4-Comparative analysis about different policies for reduction of job stress of bank employees (A-Train supervisors to address employees concern, B-Provide or support stress control programmed, C-Recognition of employees for good work performance, D- Get more employees advice on how work is organized, E- Opportunities for career development, F- Employees and management education on job stress, G-Establishment of employee's assistance programs, H-Introduction job sharing, job rotation or flexible hours, I-Provide training on communication and conflict skills, J- An organizational culture that values the individual workers, K- Management action consistent with organizational values and L- Communicate more openly with employees).

Acknowledgement

The author's likes to thanks all the peoples to allow us to work at the organizations. We were also grateful to Dr. H. Baruah Retd. Professor of the Department of Commerce, Gauhati University for his valuable guidance, supervision, essential encouragement and inspiration throughout the course of this investigation.

REFERENCES

- [1] Mojyoinola, J. K, *Ethno-Med.*, **2008**, 143-148
- [2] Olaleye, B. A. *Psycho-Social Effects of Job Stress and Burn-out Syndrome Among Nurses in State- Owned Hospitals in Oyo State*. M.S.W. Project, University of Ibadan, Nigeria. **2002**.
- [3] Baum, A., R. J. Gatchel and D. S. Krantz. *An Introduction to Health Psychology*. New York: The McGraw-Hill Companies, Inc, **1997**.
- [4] Selye, H. *The Stress of Life*. New York: McGraw-Hill, **1976**.
- [5] Evans, G. W and S. Carrere. *Journal of Applied Psychology*, **1991**, 658-663.
- [6] Veil C, *International labour review, I.L.O.*, Geneva, **1957**, 16
- [7] Luthans F, *Organizational Behavior*, McGraw-Hill book company, Singapore (seventh edition), **1995**, 314
- [8] Porras, J., and Silver, R. *Annual Review of Psychology*, **1991**, 42, 51-78.
- [9] William B, *Report on social services and Allied service*, **1942**, 120
- [10] Repetti, R. L. "The effects of work load and Social Environment on Health", in L. Goldberger and S. Breznitz (eds.), *Handbook of Stress: Theoretical and Clinical Aspects*. New York: Free Press. **1993**, 120-130