



STUDY OF ROLE OF STRESS AND ITS IMPACT ON PUBLIC AND PRIVATE SECTOR EMPLOYEES IN MADHYA PRADESH

Dr. Rajendra Pratap Singh

**Director in Shri Sai Computer & Information Technology,
Affiliated to MCNUJC, Bhopal (M.P.)**

ABSTRACT:

The present study findings of the proposed work would support the hypothesized relationships. There would be significant differences and relationships found between occupational stress, job involvement and organizational effectiveness of government and private sector organizations.

Survey method is adopted in this study and data are collected from 182 private sector employees and 120 employees in the public sector organizations of Madhya Pradesh. The responses are measured according to an occupational role stress scale. Sampling method adopted in this study is convenient sampling which is a non-probability sampling method. It is quite evident from the study that though there is no significant difference in the stress experienced by both the public and private sector certain individual stressors such as work experience and educational qualifications yield differences. The private organizations should provide good working environment to employees and thereby stress can be relieved and also productivity will increase.



KEYWORDS: Managers, Role Stress, Public Sector, Private Sector.

I. INTRODUCTION:

Organizational behavior is an emerging field of the study with sound prospects. The study of behavior has interested physiologists for a number of years, and its role in specific organizational situations has caught their attention only a little late. The observation that work behavior is instrumental in determining organizational performance has forced organizations to focus greater attention on their employees' behavior. The trend is noticed to be greater than ever before.

The traditional view of considering the employee as just a spoke in the organizational wheel has almost virtually disappeared. Organizations are constantly infusing the much needed humanistic approaches to keep their employees' spirits high.

Organizational behavior is significantly affected by several changes. The change in organizational structure is of prime importance. Bureaucratic model has given way to modern ones like the project and matrix design. Amazing the stages in evolution of organizational structure and their specific implications on behavior in organizations are more focused. Every organization has certain objectives of goals which it strives to accomplish. In order to do so people work together in groups. The activities of each of these individuals and groups are coordinated by authority-responsibility relationships. These are determined on the basis of hierarchy of the jobs. This is what is meant by "Organization". Such clearly marked relationships help to insure effective work performance.

Role stress refers to the conflict and tension due to the roles being enacted by a person at any given point of time. (Pareek, 2003). Enacted in the context of organizations, such role stresses are called organizational role stress. Any organization may be perceived as a system of roles. These roles are different from positions or offices in the organization. According to Katz and Kahn (1966), office is a relational or power related concept. Pestonjee and Pareek (1997) explain role as the totality of formal tasks, informal tasks and acts as organized by an individual. Each individual is a member of social systems and the expectation as well as demand of one may put pressure on the other. There are two role systems: Role Space and Role Set. Stress results from a mismatch between the demands and pressures on the person, on the one hand, and their knowledge and abilities, on the other. It challenges their ability to cope with work. This includes not only situations where the pressures of work exceed the worker's ability to cope but also where the worker's knowledge and abilities are not sufficiently utilized and when there is a conflict in roles played by them in the organization.

II. NEED AND IMPORTANCE OF THE STUDY

Stress research has come a long way since its earlier origin as engineering terms to be subsequently used in human factors research. Originally stress was seen primarily as a physical trauma to which human respond. It is in this scenario the influence of organizational role stress on managers who play a pivotal role in the organization is studied and therefore this study is considered to be of great significance.

Occupational stress is major hazard for many workers. Increases workloads, downsizing, overtime, hostile work environment and shift work are just a few of many causes of stressful working condition. Stress is a consequence of socio-economic complexity and to some extent is a stimulant as well. The influence of various organizational role stressors on managerial employees belonging to public and private sector organizations draw special attention in this study.

III. REVIEW OF LITERATURE

Azizi Yahaya, Noordin Yahaya, et al (2009) attempted to find out the causes of occupational stress within the organization and the implication on job satisfaction and intention to leave and absenteeism. The finding showed that occupational stress does not have direct effect on intention to leave and absenteeism but have direct negative effect on job satisfaction. Job satisfaction has negative effect on intention to leave and absenteeism. Bhattacharya Sunetra and Basu Jayanti (2007) in the article "Distress, Wellness and Organizational Role Stress among IT Professionals: Role of Life Events and Coping Resources", attempted to explain the effect of sex and age as well as the predictability of the variables from stressful life events. Results of the study revealed that women experienced greater wellness and older personnel experienced more distress.

Nasurdin, Aizzat Mohd Ramayah, T Kumaresan, S. (2005) in their study tried to identify the influence of organizational variables (conflict, blocked career, alienation, work overload, and unfavorable work environment) on job stress among managers and to examine whether this relationship varies according to the individual's level of neuroticism. The results of the study conveyed the fact that neuroticism was found to moderate the effects of the three organizational stressors (alienation, work overload, and unfavorable work environment) on job stress. A. Khetarpal & G. Kochar(2006) in their study attempted to provide a preventive and positive approach to women experiencing stress at work and at home. to find out the level of role stress and to identify key role stressors, the OSI inventory by A. Krivastava was used. It was found that majority of women were under moderately low level of stress. The key stressors which affect maximum number of women are Poor Peer Relations, Intrinsic Impoverishment and Under-participation.

A study conducted by LeRouge, et al (2006) concluded that role stress was positively related to both job satisfaction and organizational commitment and that self-esteem significantly moderated the relationship between role stress fit and job satisfaction.

IV. AIMS & OBJECTIVES-

The aim of the present study research was to investigate the impact of occupational stress and job involvement of employees on organization effectiveness of private sectors manufacturing companies of Madhya Pradesh.

1. There would be a significant negative relationship between occupational stress and organizational effectiveness of government and private sectors employees.
2. There would be a significant negative relationship between occupational stress and job involvement of government and private sectors employees.
3. There would be a positive relationship between job involvement and organizational effectiveness of government and private sectors employees.
4. There would be significant differences between the mean occupational stress scores of government and private sector employees i.e. mean occupational stress scores of employees of government and private sectors would be low in comparison to private sectors.
5. There would be significant difference between the mean job involvement scores of employees of government and private sectors.
6. There would be significant difference between the organizational effectiveness mean scores of employee of government and private sectors.

V. HYPOTHESES

- H01: There is no significant relationship between the ORS and the different age groups of employees.
- H02: There is no significant relationship between the marital status of employees and ORS
- H03: Different levels of work experience does not have a significant impact on the ORS in the public and private sector
- H04: There is no significant relationship between the educational qualification of employees and ORS
- H05: There is no significant difference in ORS between public and private sector employees.

VI. RESEARCH METHODOLOGY

The methodology adopted in this research study is divided three sections. Section A deals with description of the different tests used for data collection. Section B deals with brief manufacturing companies from which the sample was drawn and section C deals with sample methods and producers which was adopted for this study. The dimensions of occupational role stress in the public and private sector. The sample would consist of employees of government sectors and employees of private sector organization from industries and factories situated in Madhya Pradesh. They would be matched on age, sex and education. Standardized scales for measuring job stress, job involvement and organizational effectiveness would be administered on the sample of employees of government and private sector organizations. Data would be collected on the subjects and systematically scored using appropriate scoring procedures. Appropriate statistical methods would be used for analyses of data. Means (M) Standard deviations (SD) correlations (r) and significance of difference between means (t-ratios) would be computed. Results would be discussed and interpreted on the basis of findings.

Convenience sampling method is used in this study as the data are collected based on the convenience of the researcher. The researcher has taken into consideration 10 variables of Organizational Role Stress for analysis. They are-

- Inter-role distance (IRD)
- Role stagnation (RS)
- Role expectation conflicts (REC)
- Role erosion (RE)
- Role overload (RO)
- Role isolation (RI)
- Personal inadequacy (PI)

- Self-role distance (SRD)
- Role ambiguity (RA)
- Resource inadequacy (RI)

VII. RESULTS AND DISCUSSION

An attempts has been made to discuss and interpret the finding of present investigation which was primarily based on studying the impact of occupational stress and job involvement of employee on organizational effectiveness and private and government sector companies.

A. Reliability of ORS Scale

The reliability of the various stressors pertaining to ORS is measured on a five-point Likert scale with values ranging from 0 to 4. Table 1 shows that the Cronbach's alpha value of the ORS scale is 0.932, indicating that the scale is highly reliable for this particular study. Cronbach's alpha values for the different stressors of ORS indicate the fact that all the stressors, apart from SRD, have a high Cronbach's alpha value. Therefore SRD is eliminated for further study, and the remaining nine stressors of ORS are analysed.

Table 1: Cronbach's Alpha Value of Stressors

Sr. No.	Variable	Coefficient
1.	Inter-role distance (IRD)	0.800
2.	Role stagnation (RS)	0.717
3.	Role expectation conflict (REC)	0.719
4.	Role erosion (RE)	0.719
5.	Role overload (RO)	0.812
6.	Role isolation (RI)	0.612
7.	Personal inadequacy (PI)	0.720
8.	Self-role distance (SRD)	0.592
9.	Role ambiguity (RA)	0.767
10.	Resource inadequacy (RI _n)	0.760
	ORS	0.932

B. Factor Analysis

The Kaiser-Meyer-Olkin (KMO) test provides a measure of sampling adequacy in which, generally, a value greater than 0.4 is desirable. In this case, the KMO measure is 0.812, implying that the correlation between pairs of variables can be explained to a great degree by other variables. The Bartlett's test value is 0.000, indicating that the value is highly significant.

Table 2: Results of KMO and Bartlett's Test

Test	Test statistic	df	Significance value
KMO measure of Sampling adequacy	0.812	--	-
Bartlett's test of sphericity	8.619	1225	0.000
Source Primary Data			

Table 3: Eigenvalue of Components

Components	Initial Eigenvalue
Inter-role distance (IRD)	12.909
Role stagnation (RS)	3.228
Role expectation conflict (REC)	2.751
Role erosion (RE)	2.432
Role overload (RO)	1.910
Role isolation (RI)	1.758
Self-role distance (SRD)	1.609
Role ambiguity (RA)	1.338
Resource inadequacy (RIn)	1.244
Source Primary Data	

Table 3 shows that the value of all components is far higher than 1, implying that they all converge on one overall stressor, i.e., ORS. We can, therefore, conclude that the scale is convergent. Factor loadings indicate the strength of the relationship between a particular factor and a particular variable. In a simple-component matrix, a particular variable may show higher loadings for many factors, making it difficult to determine the variables under any given factor. We solve this problem by rotating the matrix, making it easier to assign a number of variables with greater loading for a particular factor. The rotated-component matrix shows that most of the items load well (> 0.4) on nine factors of the ORS scale. Since the value greater than 0.4 is considered meaningful, it can therefore be concluded that there is a strong relationship between the factors and variables on this scale.

Table 4: Demographic Profile of Respondents

Variables	Category	No. of Respondents	Percentage
Education Level	Graduates	70	23
	Post Graduates	232	77
Age	< 35 Years	176	58
	< 45 Years	102	34
	>50 Years	24	08
Work Experience	1-10 Years	164	54
	11-20 Years	84	28
	>25 Years	54	18
Sector	Private Sector Employee	182	60
	Public Sector Employee	120	40
Marital	Unmarried	80	26
	Married	222	74

Source: Primary Data

From the demographic profile of the respondents it can be implied that majority of the managerial employees (i.e) 77% taken for the study were post graduates Around 58% of the respondents taken for the study are less than 35 years of age. Of the total sample size of 302 managerial respondents taken for the study 182 employees(i.e) 60% belong to the Private sector and 120 employees(i.e) 40% belong to the Public sector. Majority of the respondents taken for study are married and possess an overall work experience of 1- 10 years.

Table 5 : Status of Various Role Stressors

Role Stressors	Mean	Standard Deviation	Rank	Status
IRD	1.675	0.972	2	Moderate
RS	1.597	0.931	4	Moderate
REC	1.358	0.820	8	Moderate
RE	1.778	0.890	1	Moderate
RO	1.365	1.009	7	Moderate
RI	1.562	0.820	9	Moderate
PI	1.393	0.911	6	Moderate
RA	1.112	0.926	5	Moderate
RIn	1.663	0.990	3	Moderate
ORS	1.491	0.654		Moderate

In order to rank various stressors, the mean values and standard deviations are estimated followed by those of the total ORS scale. The table below shows that all nine individual stressors give rise to moderate levels of stress among the employees sampled. The mean value of total role stress is 1.4913, implying that employees face moderate levels of total ORS. The highest mean value of role erosion is 1.778, implying that employees are subject to this stressor the most. The highest standard deviation value of role overload is 1.009, indicating that some groups experience role overload more than others.

Note: The mean score is computed on a scale of 0 to 4, and the stress levels are divided into "low" (0-1), "moderate" (1-2), and "high" (more than 2 and up to 4).

VIII. CONCLUSION

In conclusion it can be said that every organization regardless of industry or country seeks to be more effective and achieve superior results if a certain amount of stress is felt by the employee. In addition, there should be feeling of involvement, an employee commitments and dedication as well. This strategy inculcated business strategy should be develop achieve this. However strategy amounts to nothing if it is executed well. Successful execution occurs when structure, capability, roles, leadership people management systems and culture are all aligned to the strategy. This particular research was intended to study the impact of occupational stress on public and private Bank employees. The impact of various socio-demographic factors on stress level of managers in both public and private sector reveals that educational qualifications and work experience have a significant impact on employees' stress levels. The influence of role stress between the public and private sector is also found to be more or less the same among the managers belonging to both public and private sector as per the study. Success always belongs to employee who can manage stress effectively, eliminate emotional problems, sustain mental well-being, and encourage subordinates to work in the midst of stressful environments.

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